
2560 Print System Operation

1800355-001B

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1

Introduction

In This Chapter . . .

- “About the Printer” on page 1-2
 - “Printer Parts and Accessories” on page 1-3
 - “About this Manual” on page 1-5
 - “About the Documentation” on page 1-6
-

About the Printer

The 2560 Print System is a powerful, but easy-to-use 25-page-per-minute monochrome laser printer offering

- High-performance processing
- Innovative network features
- Flexible emulations support
- Toner conservation and energy efficiency
- An assortment of printer fonts

Printer Models

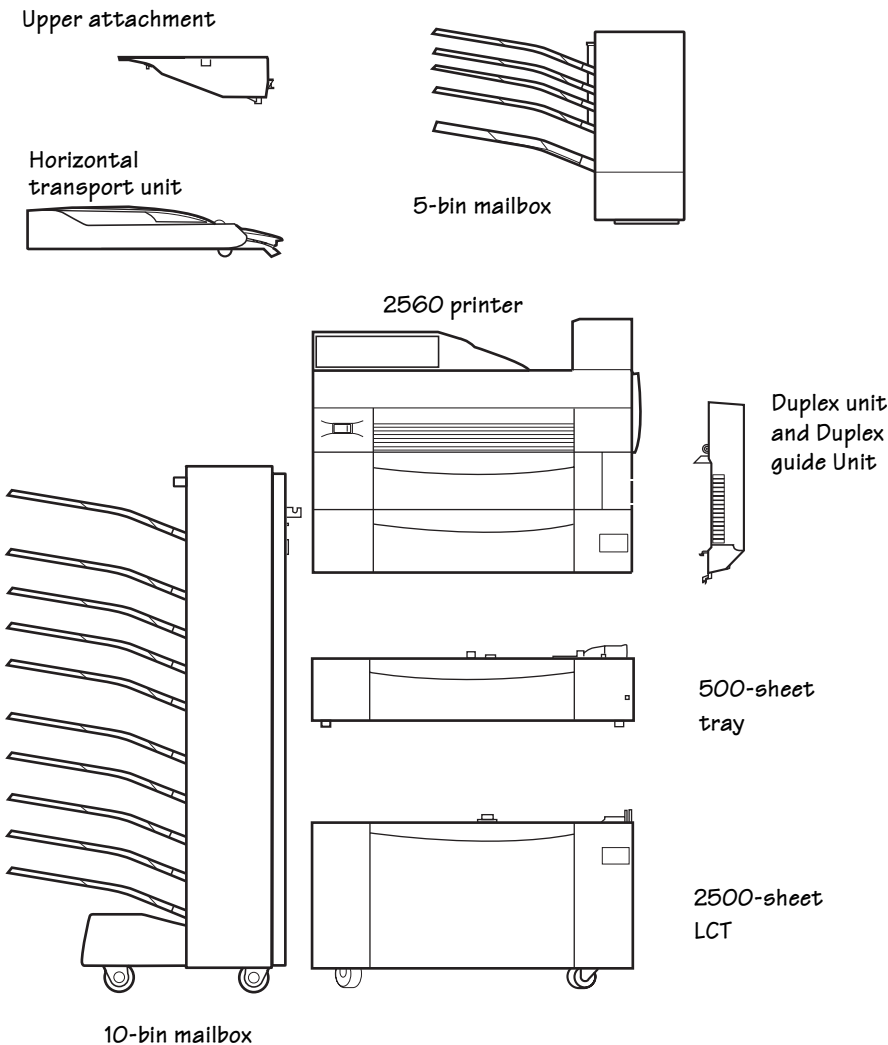
The printer comes in three models: BX, FX, and EX:

	2560 BX	2560 FX	2560 EX
RAM	8 MB	32 MB	32 MB
1200x1200 dpi resolution			
All media sizes up to letter/A4*	✓		
All supported media sizes		✓	✓
Media handling			
250-sheet multipurpose tray	✓	✓	✓
500-sheet main tray	✓	✓	✓
Internal IDE hard disk			✓

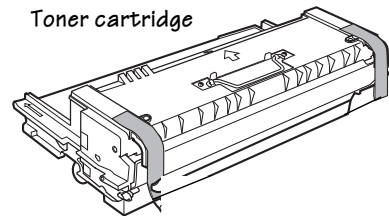
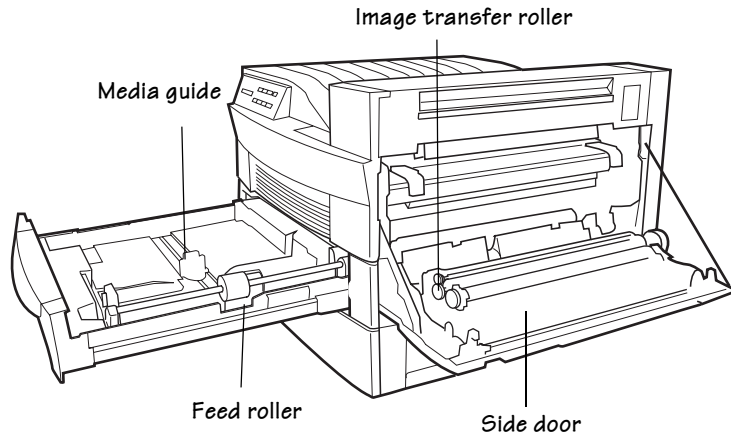
* Printing at higher resolutions and/or on larger media sizes requires additional RAM.

Printer Parts and Accessories

The following illustrations show you the parts of the 2560 Print System as well as some optional accessories.



Printer Parts and Accessories



About this Manual





This manual contains detailed, illustrated instructions to guide you through advanced features of the printing process. It details the printer's control panel, provides instruction on performing routine maintenance for the printer, and includes a section on troubleshooting. It is assumed that the printer has already been unpacked, installed, and connected to a computer or network.




This manual is divided into the following chapters:

1 Introduction	Presents an overview of the printer's capabilities and illustrates standard and optional features.
2 The Control Panel	Discusses the control panel, including button functions, printer messages and menus. It also explains how to change settings within the control panel and how to produce special pages.
3 Configuration Menus	Explains the various functions of the configuration menus. Included in this chapter are tables containing the options within the configuration menus and instructions for viewing and changing printer settings.
4 CrownView	Provides detailed information about the CrownView technology, as well as instructions on how to set up a printer web page.
5 Fonts	Lists the printer-resident PostScript and PCL fonts.
6 Media Handling	Provides instructions on loading media, including tables that list acceptable media sizes and types.
7 Maintenance	Explains how to perform routine maintenance of the printer, including replacing a toner cartridge and cleaning the printer.
8 Troubleshooting	Offers solutions to common printing problems, such as media jams and image quality.
9 Repacking	Describes how to repack the printer in case you ever need to move it or ship it.


A	QMS Customer Support	Provides product sales, support, and service contact information.
B	Notices	Lists manual and legal notices.
C	Specifications	Provides technical specifications for the printer and its options.

About the Documentation

	<i>2560 Print System Installation Guide</i> (Hard copy and Adobe Acrobat PDF format)	These illustrated instructions show you how to set up your printer quickly and easily. More detailed installation instructions are included in the <i>Getting Started</i> manual.
	<i>2560 Print System Installation Guide—Options</i> (Hard copy and Adobe Acrobat PDF format)	These illustrated instructions explain how to install printer options quickly and easily. Refer to the <i>Options</i> manual for more detailed instructions.
	<i>2560 Print System Getting Started</i> (Hard copy and Adobe Acrobat PDF format)	This manual provides detailed instructions on unpacking the printer, loading media, installing toner cartridges, configuring it to a host computer or network, and installing printer drivers.
	<i>2560 Print System Operation</i> (Hard copy and Adobe Acrobat PDF format)	You're looking at this manual now. It guides you through basic printing tasks. It includes information on the control panel; adding print media; replacing print media and toner; handling, cleaning, and maintaining your printer; improving print quality; selecting input and output bins; duplexing; collating; and troubleshooting printer problems.

 <i>2560 Print System Options</i> (Adobe Acrobat PDF format)	This manual provides information on installing optional paper-handling hardware for your printer as well as controller options.
 <i>DPO Quick Configuration Guide</i> (Adobe Acrobat PDF format)	Refer to this manual for quick, illustrated instructions on configuring your network to the printer.
 <i>Print Server Card Manual</i> (Adobe Acrobat PDF format)	Refer to this manual for complete setup information on the Ethernet interface. The system administrator should get the most use from this manual.

Related Documentation

 Other Reference Sources	<p>Don't forget that your application documentation, your host operating system documentation, and your network documentation all contain useful printing information.</p> <p>Further information on your printer is available through the Internet. See appendix A, "QMS Customer Support," for details.</p>
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Manuals on the CD-ROM

The manuals included on the *2560 Print System Utilities and Documentation* CD-ROM are in Adobe Acrobat PDF format. We've also provided the Acrobat Reader and QuickTime programs on the CD-ROM. The CD-ROM insert provides instructions on installing them.

About Adobe Acrobat Reader

Adobe Acrobat PDF-formatted manuals give you more flexibility and convenience than do hardcopy manuals when you have to access information. Here are some of the advantages PDF-formatted manuals provide:

- You can store the PDF manuals in a central location for access by anyone on the network.

About the Documentation

- You can view and print the manuals on Windows, Macintosh, and UNIX platforms.
- You can view the manuals on web browsers using the Acrobat plug-in.
- You can view the manuals on-screen in different formats (side-by-side or two-up, one page at a time, scrolling two-up, article flow, and zooming capability up to 800%).
- You can conduct full-text searches through all of the manuals.
- You can watch QuickTime video clips on Windows and Macintosh platforms that enhance the text and illustrations for a number of commonly performed procedures. (When installing the Reader, be sure to select the option to install QuickTime.)
- You can print only the manual pages that you need.
- The PDF-formatted manuals have been enhanced for on-screen viewing and navigation. Throughout each manual are numerous hotlinks to cross-reference points. The table of contents and the index are fully hotlinked to their respective page references, and all World Wide Web addresses are linked to their respective home pages.

We hope you enjoy using the Acrobat software to access the information in your manuals. They'll never become dog-eared and yellowed or collect dust on some forgotten shelf with quick on-line access. Your PDF-formatted manuals will empower you to take full advantage of all the capabilities of your printer.

Using Adobe Acrobat Reader

When you use Acrobat to view your manuals, keep the following tips in mind for using some of the navigation features built into Acrobat and your manuals.

- You may view the document in three different styles: page only, with bookmarks, or with thumbnails. Try each to see which you like best. Viewing with bookmarks will enable you to use a quick table of contents to move around the document.
- The toolbar also gives you quick access to page navigation features. For example, you may click a button to advance (>) or reverse (<) one page, go to the start (|<) or end (>|) of the document, or use the history button (<<) to go to the previous pages you viewed. There are other buttons in the toolbar to change view or magnification of the document.
- As you browse through the document the open hand tool will sometimes turn into a pointing hand. You have discovered an embedded link in the manual. You will

find these links in the table of contents, index, www addresses, and cross references. Click on the link to jump to a new location.

- You may discover a movie camera icon. On Windows and Macintosh platforms, click the icon to play a QuickTime video clip of the procedure described in the text.
- Use the Acrobat Reader Online Help for a more complete explanation of these features.



A Note on Media

All QMS manuals are also available in hard copy. In the US, contact QMS at 1 (800) 523-2696 for purchase information. Elsewhere, refer to appendix A, “QMS Customer Support.”

In addition, many applications, utilities, and printer drivers on the *2560 Print System Utilities and Documentation* CD-ROM are available on alternate media. Contact your vendor for media availability and purchase information. You can also download many of these files from our World Wide Web Server at <http://www.qms.com> or our ftp resource at <ftp.qms.com>. Refer to appendix A, “QMS Customer Support,” for sales and support locations and telephone numbers.

Typographic Conventions

The following typographic conventions are used in this manual:

Mixed-Case Courier	Text you type, and messages and information displayed on the screen, and information displayed in the printer message window.
<i>Mixed-Case Italic Courier</i>	Variable text you type; replace the italicized word(s) with information specific to your printer or computer
lowercase bold	DOS commands
<i>lowercase italic</i>	Variable information in text
UPPERCASE	File and utility names
↵	Press the Enter key (PC) or Return key (Macintosh)
^	Press and hold down the Ctrl key (PC)
	In Adobe Acrobat PDF versions of the manual, click to play a QuickTime video clip of the procedure described in the text.

About the Documentation

- » **Note:** *Notes contain tips, extra information, or important information that deserves emphasis or reiteration.*

-
- ◆ **Caution:** *Cautions present information that you need to know to avoid equipment damage or process failure.*
-

-
- ⚠ **WARNING!** *Warnings indicate the possibility of personal injury if a specific procedure is not performed exactly as described in the manual.*

ACHTUNG! *Bitte halten Sie sich exakt an die im Handbuch beschriebene Vorgehensweise, da sonst Verletzungsgefahr bestehen könnte.*



2

The Control Panel

In This Chapter . . .

- “About this Chapter” on page 2-2
- “Using the Control Panel” on page 2-2
- “Control Panel Buttons” on page 2-4
- “Special Pages” on page 2-6
- “Printer Message Types” on page 2-7

About this Chapter

This chapter describes how to use the control panel, explains each of the control panel's indicator lights and buttons, and provides information about special pages.

Using the Control Panel

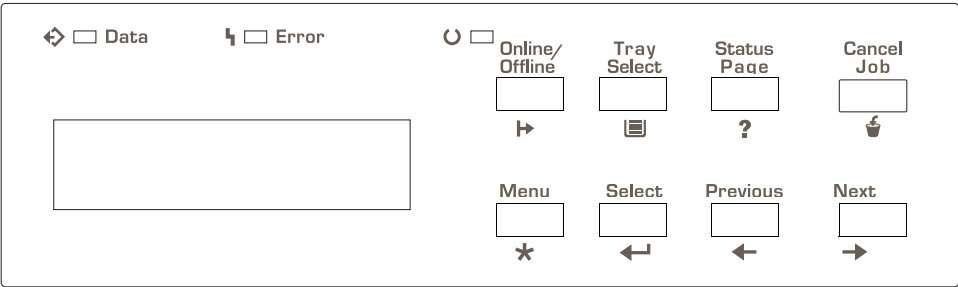
Most of the printing options available on your printer can be controlled through the control panel. Settings made through the control panel affect all of your printing jobs, while settings made in the printer driver are valid for a specific job. Printer driver settings override the control panel settings. If you change the settings of your printer through the printer driver, it is not necessary to change settings through the control panel.

Use the control panel when

- It is not possible to change a setting through the printer driver.
- You want to make printer configuration settings that are permanent and not for your job only.
- You need to identify the fonts that are stored in your printer's memory.
- You want to generate a test print.
- You need to switch between online and offline.
- You need to view a printer status message.

Control Panel Layout

The control panel consists of a message window, three indicator lights, and eight buttons.



Message Window

The message window consists of two lines of sixteen characters each. The following information can be viewed in the message window:

- Setting currently being entered or configured
- Error message
- Status message

Indicator Lights

Indicator	On	Off	Blinking
Data	Data is being stored in the printer memory.	No data is stored in the printer memory.	The printer is receiving and processing data.
Error	The printer needs attention.	No error	Recoverable error, such as media empty or media jam.
Online/Offline	The printer is online and ready to receive data.	The printer is offline and cannot receive data.	Going offline or coming online.

Control Panel Buttons

Online/Offline, Tray Select, Status Page, and Cancel Job Buttons

The Online/Offline, Tray Select, Status Page, and Cancel Job buttons access frequently used printer options.

This button . . .	does this . . .
Online/Offline	<p>Use the Online/Offline button to switch the printer from online to offline status. Press the button once to take the printer offline when it is online and once to return the printer to online when it is offline.</p> <p>When the printer goes offline, the communication ports are closed, so no new data is accepted. The printer continues printing until it has finished the job in process. Although a job continues to compile and print using the data already received, it may be interrupted, causing it to wait for more incoming data before printing resumes.</p> <p>If a remote console has taken the printer offline, pressing the Online button on the control panel does not take effect until the console puts the printer back online.</p> <p>» Note: <i>You must take the printer offline before using all other buttons except Cancel Job.</i></p>
Tray Select	<p>Use the Tray Select button to select the active media input source:</p> <ul style="list-style-type: none">■ Multipurpose Tray■ Main Tray■ Optional Tray 1, 2, or 3 (if installed)■ Large-Capacity Tray (if installed) <p>The printer must be offline for you to use the Tray Select button.</p>
Status Page	<p>Use the Status Page button to print a listing of the current printer settings.</p> <p>The printer must be offline for you to use the Status Page button.</p>
Cancel Job	<p>Press the Cancel Job button to cancel the print job. You can use this button while the printer is online.</p> <p>» Note: <i>If you press the Cancel Job button by mistake, or if you decide not to cancel a print job after pressing this button, press the Menu button to override the Cancel Job button's function.</i></p>

Menu, Select, Previous, and Next Buttons

The Menu, Select, Previous, and Next buttons are used in printer configuration. Before using any of these buttons, press the Online/Offline button to take the printer offline.

This button . . . does this . . .	
Menu	Press the Online/Offline button to take the printer offline, and then press the Menu button to access the configuration menu. When you're changing the printer configuration, press this button to cancel a change (before pressing the Select button), to return to a previous menu, or to return to a previous character when entering character information.
Select	Press the Select button to access a menu or to choose a displayed menu option.
Previous	Press the Previous button to return to the previous menu, selection, or option for the current menu. When changing character information, use this button to return to the previous choice for the current input character.
Next	Press the Next button to advance to the next menu, selection, or option in the current menu. When changing character information, use this button to advance to the next choice for the current input character.

Special Pages

Types of Special Pages

This page . . .	provides . . .
Error page	■ A description of the error that occurred in the print job.
Menu page	■ A list of configuration menu settings.
NIC page	■ A status page from the currently enabled networking interface
PCL Fonts page	■ A full list of PCL fonts (resident and downloaded)
PS Fonts page	■ A full list of PostScript fonts (resident and downloaded)
Startup page	■ A status page whenever the printer is turned on.
Status page	■ Printer identification (the printer's name, firmware information, and number of sheets printed) ■ Printer settings (printer set-up options for paper handling) ■ Current memory configuration (printer memory settings) ■ Communication settings and input buffer sizes (host-printer communication settings)

Printing Special Pages

- **Status page**—Press the Status Page button on the control panel.
- **Error/Startup pages**—Enable/disable these pages through the Special Pages/Error Page and Special Pages/Startup Page menus.
- **Other pages**—Use the Special Pages menu. Press Select when the appropriate page name is displayed.

Printer Message Types

Four different types of printer messages (in order of severity) may appear in the control panel message window.

This type of message . . .	does this . . .
Status	Shows the current printer status. Example: Ready.
Caution	Displays whenever the printer detects an error that is not serious enough to cause the printer to stop printing. You can continue to print and perform any other printer operation. Example: Low Toner.
Operator call	Displays when the printer stops processing and goes offline. Example: Paper Out.
Service technician call	Displays when the printer detects a mechanical problem that requires service by an authorized service technician. Call your vendor if this message displays.

For a complete list of printer messages, see chapter 8, "Troubleshooting," of this manual.



3

Configuration Menus

In This Chapter . . .

- “About this Chapter” on page 3-2
- “Configuration Menus” on page 3-2
- “Viewing and Changing Printer Settings” on page 3-13

About this Chapter

This chapter discusses the various functions of the configuration menus. Included in this chapter are tables containing the options within the configuration menus and instructions for viewing and changing printer settings.

Configuration Menus

There are seven main menus in the configuration menu. Some of the menus or menu contents are displayed only when a specific hardware option is installed. Some items and values are used only with a particular printer language. All of the items and values in these menus can be selected; however, they take effect only if the appropriate printer language has been specified.

- Input Options menu
- Output Options menu
- Print menu
- Communications menu
- Collation menu
- Special Pages menu
- Miscellaneous menu

Input Options Menu

Menu	Factory Default	User Selections	
Default Tray	Main Tray	MP Tray Main Tray Opt Tray 1 Opt Tray 2 Opt Tray 3 LCT	(Multipurpose Tray) (Main Tray) (Optional Tray 1) (Optional Tray 2) (Optional Tray 3) (Large-Capacity Tray)
MP Tray Media	Normal	Normal Transparency Thick Paper Envelope Letterhead	(Standard paper)
MP Tray Paper	Letter	A3 A4 A5 A6 C5 envelope Com 10 envelope Custom Size DL envelope Executive Folio	Government Letter ISO B5 JIS B4 JIS B5 Ledger Legal Letter Monarch envelope Statement
Input Chaining	On	On Off On Any	Enable chaining based on media size. Disable chaining. Enable chaining regardless of media size.

Default Tray

Selects the default media tray.

MP Tray Media

Selects the type of media in the multipurpose tray.

Configuration Menus

MP Tray Paper

Selects the size of the media in the multipurpose tray.

Input Chaining

Allows the printer to automatically print from other trays if the currently selected tray runs out of media.

Output Options Menu

Menu	Factory Default	User Selections
Duplex	Off	Off Disable duplexing. Short Edge Flip on the short edge of the media. Long Edge Flip on the long edge of the media.
Hole Punch	Off	Off, On
Offset Stack	Off	Off, On
Staple	Off	Off, On
Default Bin	Top Bin	Top Bin, Finisher Bin, Bins 1-10

» **Note:** *User selections for Mailbox Bin depend on which output option is installed.*

Duplex

Allows you to print on both sides of a sheet of paper. This menu is available only if a duplex unit is installed.

Hole Punch

Allows you to 3-hole-punch your printed documents along the paper feed direction. This menu is available only if a stacker/stapler/hole punch or a mailbox/stapler/hole punch is installed.

Offset Stack

Allows you to offset documents in a particular output bin. (If set to On, this menu overrides the Mailbox Bin selection.) This menu is available only if a mailbox, a stacker/stapler/hole punch, or a mailbox/stapler/hole punch is installed.

Staple

Allows you to staple your printed documents. (If set to On, this menu overrides the Mailbox Bin selection.) This menu is available only if a stacker/stapler/hole punch or a mailbox/stapler/hole punch is installed.

Default Bin

Selects the default output bin. (The Offset Stack and Staple menus override this setting.) Default Bin is viable only if a mailbox, a stacker/stapler/hole punch, or a mailbox/stapler/hole punch is installed.

Print Menu

Menu	Factory Default	User Selections
Print Quality	600/Smoothing	600/Smoothing 600/Toner Saver 600 dpi 1200 dpi
Toner Density	4	1-7 (lowest to highest)
PS Gamma Adjust	Nominal	Lightest Lighter Nominal Darker Darkest
Copies	1	1-999
Energy Saver	15 Minutes	Off 15 Minutes 30 Minutes 1 Hour 2 Hours 3 Hours

Print Quality

Specifies the resolution of your printed documents, as well as any smoothing or toner saving selection.

Configuration Menus

Toner Density

Specifies the density of the toner for your print job.

PS Gamma Adjust

Specifies how light or dark images should print. This menu affects PostScript language jobs only.

Copies

Specifies the number of copies you want to print.

Energy Saver

Specifies the length of time the printer remains idle between jobs before it powers down to a “sleep” (Energy Saver) mode. When the printer is in Energy Saver mode, it automatically starts warming up as soon as it receives a print job, the Online/Offline key is pressed, or the side door is opened and closed.

Communications Menu

Item	Factory Default	User Selection
I/O Timeout	10	0-600 in increments of 10 seconds
1284 Parallel	Enable	Enable Disable
RS232 Serial	Enable	Enable Disable
Baud Rate	9600	300 1200 2400 4800 9600 14400 19200 38400 57600
Data Bits	8	5 6 7 8

Item	Factory Default	User Selection
Parity	None	None Odd Even
Stop Bits	1	1 1.5 2
Flow Control	None	Software Hardware None
Network*	Enable Resident	Enable Resident Disable Resident
TCP/IP**	Enable	Enable Disable
Subnet Mask**	000.000.000.000	(000-255).(000-255). (000-255).(000-255)
Gateway**	000.000.000.000	(000-255).(000-255). (000-255).(000-255)
IP Address**	161.33.128.24	(000-255).(000-255). (000-255). (000-255)
EtherTalk**	Enable	Enable Disable
Zone Name 1	16-character string	16-character string
Zone Name 2	16-character string	16-character string
NetWare**	Enable	Enable Disable

* The printer automatically reboots when this menu is changed.

** Changes to this menu take effect the next time the printer is rebooted.

I/O Timeout

An IO Timeout occurs when the printer cannot detect the final data code for a print job that was sent from the computer. The IO Timeout setting acts as a timer that allows the printer a specified period of time in which to determine if a document has finished printing or not. When you print without a driver, the timeout is three times the setting.

1284 Parallel

Allows for printing over the parallel port.

Configuration Menus

RS232 Serial

Allows for printing over the serial port.

Baud Rate

Specifies the printer's baud rate for serial communication. This menu is available only if Serial is enabled.

Data Bits

Sets the number of data bits transmitted per character for serial communication. This menu is available only if Serial is enabled.

Parity

Sets the check bit used to identify data transmission errors for serial communication. This menu is available only if Serial is enabled.

Stop Bits

Sets the number of stop bits transmitted per character for serial communication. This menu is available only if Serial is enabled.

Flow Control

Selects the hardware or software flow control option for serial communication. This menu is available only if Serial is enabled.

Network

Allows for printing over the resident network interface card.

TCP/IP

Allows for the transfer of data over the Ethernet interface via the TCP/IP protocol.

Subnet Mask

Combined with your IP address, used to identify the network where your computer is located. The value of each field in the subnet mask must be a number from 0 to 255. This menu is available only when TCP/IP is enabled.

Gateway

Sets the default gateway (a connection or interchange point that connects two networks that are otherwise incompatible).

IP Address

Identifies the printer’s IP (Internet Protocol) address. The value of each field in the IP address must be a number from 0 to 255. This menu is available when TCP/IP is enabled.

EtherTalk

Allows for the transfer of data over the Ethernet interface via the EtherTalk protocol.

Zone Name 1

Allows you to identify the first 16 characters of the zone in which the printer is located. This menu is available only when EtherTalk is enabled.

Zone Name 2

Allows you to identify the second 16 characters of the zone in which the printer is located. This menu is available only when EtherTalk is enabled.

NetWare

Allows for the transfer of data over the Ethernet interface via the IPX/SPX protocol.

Collation Menu

Menu	Factory Default	User Selections
Mopy RAM (kb)*†	100	0–100
Disk Mopy*	Standard	Standard Jobs are sent to the printer one time and a separate bitmpa is created for each copy Enhanced Jobs are sent to the printer and processed only one time, regardless of the number of copies
Mailbox**	Off	Off On

* Available when a hard disk is installed.

** Available when a mailbox is installed.

† Changes to this menu take effect the next time the printer is rebooted.

Configuration Menus

Mopy RAM (kb)

Identifies the number of KB of RAM available to electronic collation of a multiple-copy print job.

Disk Mopy

Allows for electronic collation of a multiple-copy print job. All copies are output to the selected output bin (Output Options/Mailbox Bin menu).

Mailbox

Allows for hardware collation of a multiple-copy print job. Each copy is output to a separate output bin. The number of collated copies is limited by the number of output bins.

Special Pages Menu

Menu	Factory Default	User Selection
Print Status Pg	N/A	Select to print the page
Print Menu Page	N/A	Select to print the page
Print NIC Page	N/A	Select to print the page
Print PCL Fonts	N/A	Select to print the page
Print PS Fonts	N/A	Select to print the page
Startup Page	Enable	Enable Disable
Error Page	Enable	Enable Disable

Print Status Pg

Prints a status page, showing the printer's current settings.

Print Menu Page

Prints a menu page, showing a tree structure of the configuration menus and current settings.

Print NIC Page

Prints a status page from the network interface (NIC).

Print PCL Fonts

Prints a list of all installed PCL fonts.

Print PS Fonts

Prints a list of all installed PostScript fonts.

Startup Page

Prints a status page each time the printer is turned on.

Error Page

Prints a page containing error messages when the printer encounters an error while processing a print job.

Miscellaneous Menu

Menu	Factory Default	User Selection
Adjust Stapler	N/A	Select to adjust a new staple cartridge
Reset Job Log	No	No Yes
Reboot Printer*	No	No Yes
Restore Printer*	No	No Yes
Restore NIC*	No	No Yes
Reset Flash*	No	No Yes
Format Disk*	No	No Yes
Language**	English	English French Italian German Spanish Portuguese
Staple Count	N/A	N/A

Configuration Menus

Menu	Factory Default	User Selection
Reset Staple Count	No	No Yes
PM Life	N/A	N/A
Reset PM Life	No	No Yes

* The printer automatically reboots when this menu is changed.

** Changes to this menu take effect the next time the printer is rebooted.

Adjust Stapler

Causes a status page to print with a staple. When a new staple cartridge is inserted, this positions the staple head in the correct position.

Reset Job Log

Allows you to reset a log of your print jobs.

Reboot Printer

Allows you to reboot the printer.

Restore Printer

Aborts any jobs in progress, resets all controller and NIC (network interface) parameters, and reboots the printer.

Restore NIC

Resets the NIC (network interface) to the factory default settings.

Reset Flash

Resets Flash to the factory default settings.

Format Disk

Allows you to reformat the printer's hard disk. Press the Select button to display the `Reboot Printer?` message, and then press the Select button a second time to start formatting the hard disk. After formatting the hard disk, the printer automatically reboots and goes into the Ready mode. The Format Disk menu is available only when an optional hard disk is installed.

Language

Specifies the language used in the control panel message window and in the Crown-View pages accessed through your browser.

Staple Count

Identifies the number of staples used from the current staple cartridge. This number is automatically reset to 0 when a new staple cartridge is installed.

Reset Staple Count

Allows you to reset the Staple Count menu to 0.

PM Life

Identifies the number of pages printed since the last preventive maintenance (replacement of the image transfer roller unit and multipurpose tray paper feed roller.) These items should be replaced after every 150,000 printed pages. Use the Miscellaneous/Reset PM Life menu to reset this counter to 0 after replacing the rollers.

Reset PM Life

Allows you to reset the PM Life menu to 0.

Viewing and Changing Printer Settings

Using your current application is the best way to view and change your settings, since most printing is done on a per-job basis. You can, however, use the control panel to change a printer setting for all print jobs. For more information on making changes through the control panel, refer to chapter 2, "The Control Panel," of this manual.

- » **Note:** *If you're working in a shared printing environment, your system administrator should be the only one to make changes through the printer's control panel.*

From the Printer Driver

- 1** From the File menu, select Print.
- 2** Click on Setup.

Viewing and Changing Printer Settings

3 View or make changes to the current settings.

Refer to your application's online help to make printer setting changes.



4

CrownView

In This Chapter . . .

- “About this Chapter” on page 4-2
 - “Accessing the Printer’s Web Page” on page 4-2
 - “Home Page” on page 4-4
-

About this Chapter

CrownView is a printer-based web page. This feature allows you to monitor printer consumables as well as access information that is normally available only by printing a status page. In addition, anyone on your company intranet can access the QMS printer and configure its network interface through their web-browser software. However, the network interface is password-protected, so only the system administrator can change these values.

Accessing the Printer's Web Page

You can access your printer's CrownView web page either through IPX/SPX or through TCP/IP.

Using MAP over an IPX/SPX Connection

MAP (Management Access Protocol) generates a list of compatible network printers and displays it using the PC's default browser. You can then use these links to access the printer's CrownView web pages. For more information about MAP, refer to the *Print Server Card* manual (in Acrobat PDF format on the *2560 Utilities and Documentation CD-ROM*).

- » **Note:** *Using MAP, you are limited to CrownView's network configuration pages. To access all of the CrownView pages, you must use TCP/IP.*

Setting Up Your Browser Software for TCP/IP Connection

Since your printer will reside on your intranet and will not be accessible beyond the firewall of your network, you must set up the proper "preferences" in your browser software. Your printer name or IP address must be added to the "no proxy" list in the preferences dialog box of the browser.

- » **Note:** *You need to do this procedure only once.*

For Netscape

- 1 Start your web browser.**
- 2 Access the Options menu and choose Network Preferences.**
- 3 Select the Proxies tab in the dialog box.**
- 4 Select the Manual Proxy Configuration radio button and press the View... button.**
- 5 In the No Proxy For: text box, type a comma after the last entry and then type the printer name or the IP address of your 2560 Print System.**

» **Note:** *The printer name and IP address are located in the host file.*

- 6 Choose OK.**
- 7 Enter the printer name or IP address in the Go to: URL address box to access the printer home page.**

For Internet Explorer

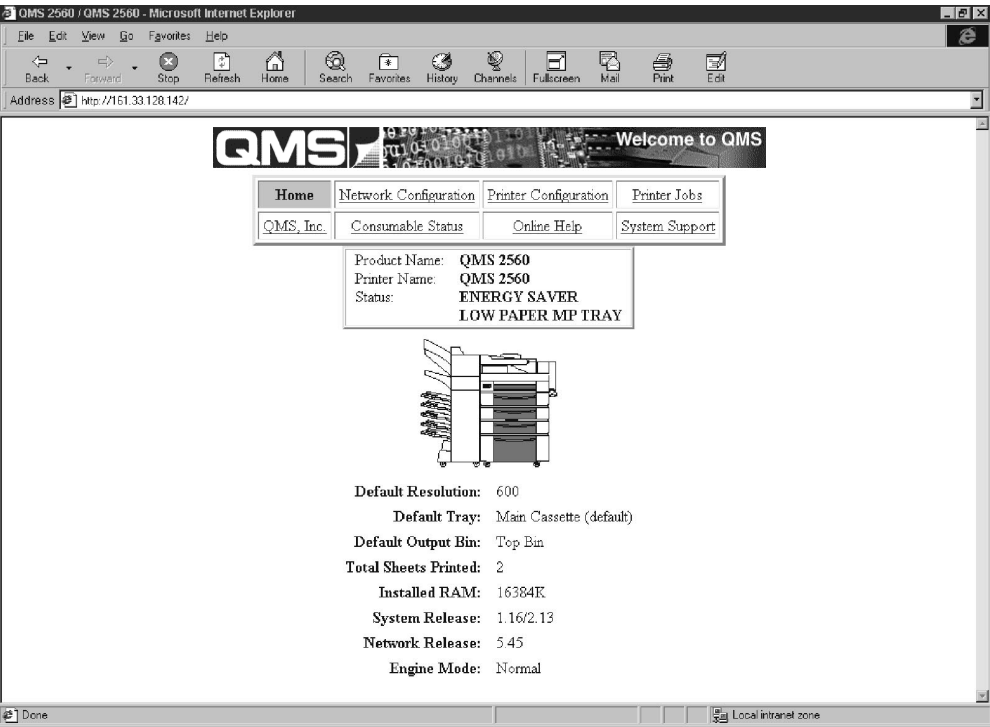
- 1 Start your web browser.**
- 2 Access the View menu and choose Options.**
- 3 Select the Connection tab on the dialog box.**
- 4 Click the Settings button to display the Proxy Settings dialog box.**
- 5 In the Exceptions text box, type a semicolon after the last entry and then type the printer name or the IP address.**

» **Note:** *The printer name and IP address are located in the host file.*

- 6 Click OK.**
- 7 Now you should be able to enter the printer name in the URL address box to access the printer home page.**

Home Page

The Home page is the starting point for accessing all of the printer web pages. This page has links to all of the supported web pages for your printer. Through these pages, you can configure your print job, check its status, and access printer help.



The Home page provides the following information:

Product Name	Identifies the type of printer you're browsing.
Printer Name	Identifies the name of the printer you're browsing.
Status	Echoes the status message in the printer message window.
Default Resolution	Identifies the default resolution.
Default Tray	Identifies the default input media source.
Default Output Bin	Identifies the default output bin.

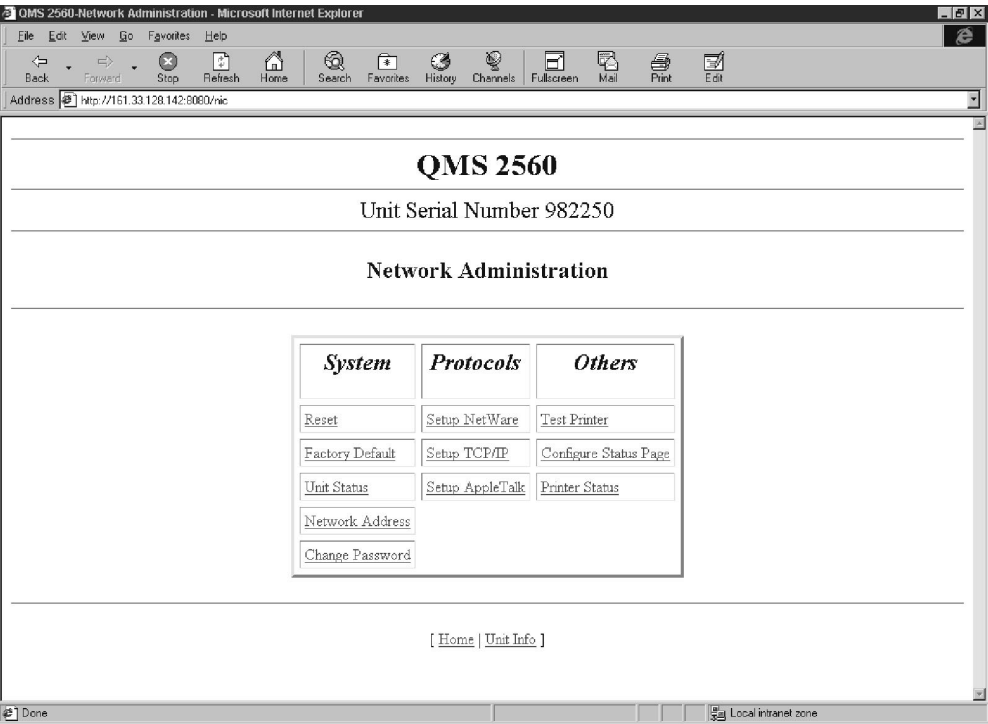
Total Sheets Printed	Lists number of sheets of media printed to date.
Installed RAM	Specifies the amount of RAM currently installed.
System Release	Identifies the version of the printer system code.
Network Release	Identifies the version of the network code.
Engine Mode	Identifies the current engine mode.

The Home page is also contains hotlinks to the following CrownView pages:

- Network Configuration
- Printer Configuration
- Printer Jobs
- QMS, Inc.
- Consumable Status
- Online Help
- System Support

Network Configuration Page

The Network Configuration page provides information about the network that your printer is connected to and allows you to configure your printer to the network.



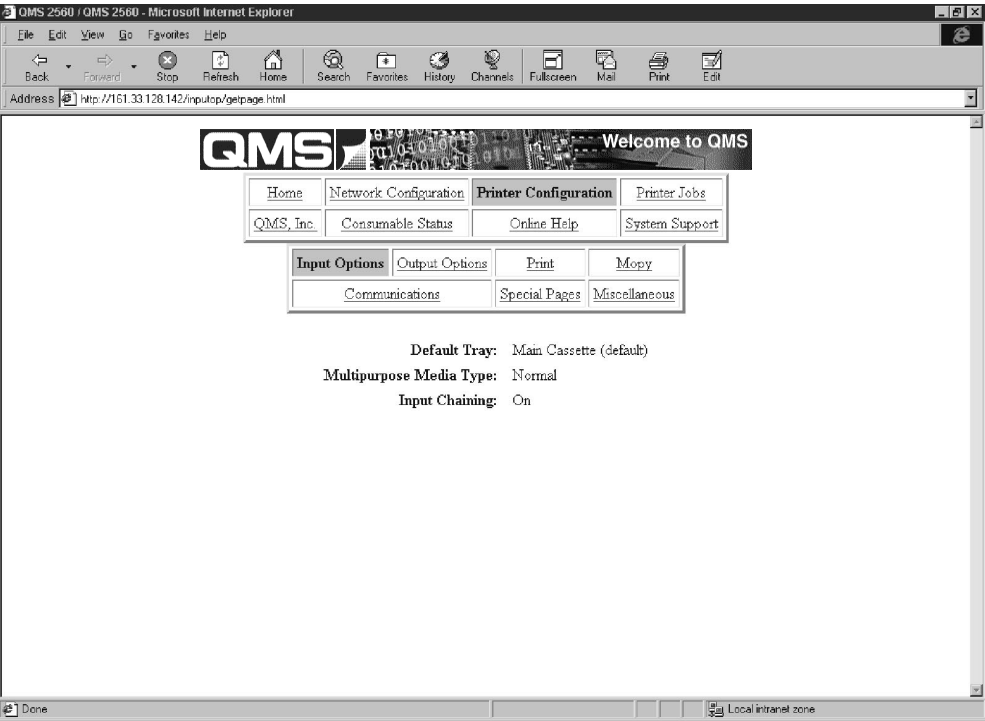
The Network Configuration page provides the following links:

Reset	Allows you to reset the printer configuration settings.
Factory Default	Allows you to restore the factory default settings.
Unit Status	Identifies whether NetWare, TCP/IP, and AppleTalk are currently enabled or disabled and allows you to view the current settings for each of these protocols.
Network Address	Identifies the printer's serial number and the factory-set hardware Ethernet address.

Change Password	Identifies the customer key and allows you to change the printer's network password. This password lets you make configuration changes via CrownNet.
Setup NetWare	Accesses the NetWare configuration menu.
Setup TCP/IP	Accesses the TCP/IP configuration menu.
Setup AppleTalk	Accesses the AppleTalk configuration menu.
Test Printer	Lets you test the network interface by printing a network interface status page (in either PostScript or text format).
Configure Status Page	Lets you print a network interface status page (in either PostScript or text format) when the printer is turned on.
Printer Status	Displays the current status of the printer and identifies any errors detected.

Printer Configuration Page

The Printer Configuration page provides information about and allows you to change printer configuration.



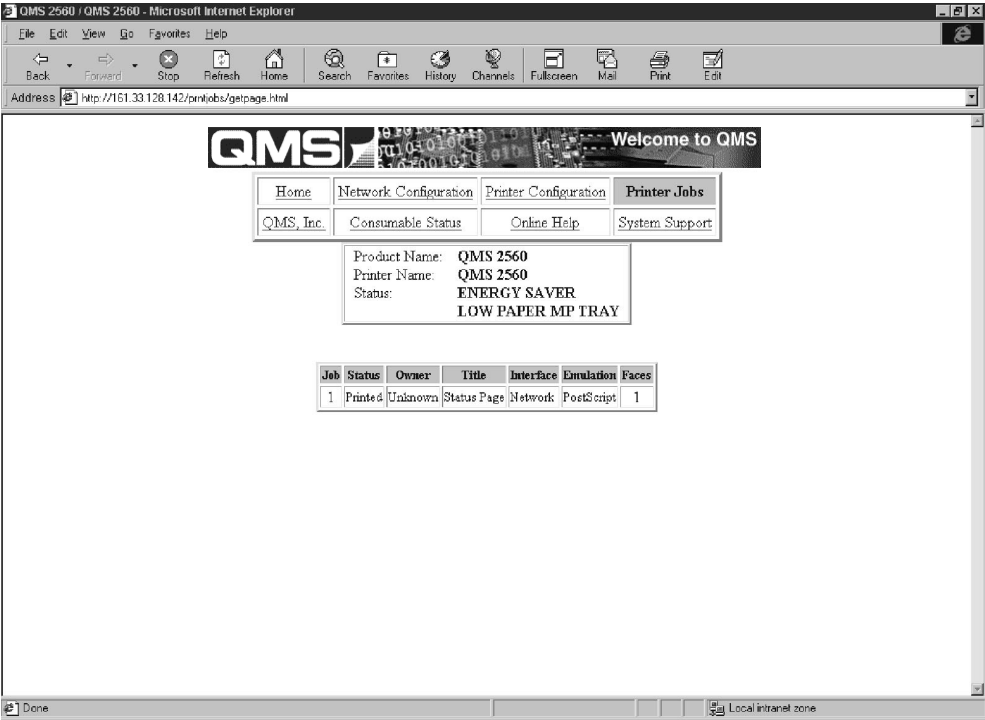
The Printer Configuration page provides the following links:

Input Options	Identifies the default input source, the type of media in each tray, and whether tray chaining is enabled.
Output Options	Identifies the default output bin and whether such options as offset stacking, duplexing, stapling, hole punching, and hardware collation are enabled (if installed).
Print	Identifies the default resolution and resolution enhancement as well as the PS Gamma Adjust setting and Energy Saver settings.

Mopy	Provides information about the internal hard disk (if one is installed), and identifies the amount of RAM dedicated to mopying as well as the Disk Mopy and Mailbox settings.
Communications	Identifies all of the printer's communication settings, including the interface timeout and the parallel, serial, and network settings.
Special Pages	Identifies whether startup and error pages are enabled.
Miscellaneous	Identifies the language used in the control panel message windows and the CrownView pages.

Printer Jobs

The Printer Jobs page provides print job status.



The Printer Jobs page provides the following information:

Product Name	Identifies the type of printer you're browsing.
Printer Name	Identifies the name of the printer you're browsing.
Status	Echoes the status message in the printer message window.
Job	Identifies each job by number.
Status	Displays the status of the current or last job.
Owner	Identifies who sent the job to the printer.
Title	Provides the title of the current job.
Interface	Identifies the interface through which the job was received by the printer.
Emulation	Identifies the emulation of the job.
Faces	Identifies the number of printed page faces (sides) in the job.

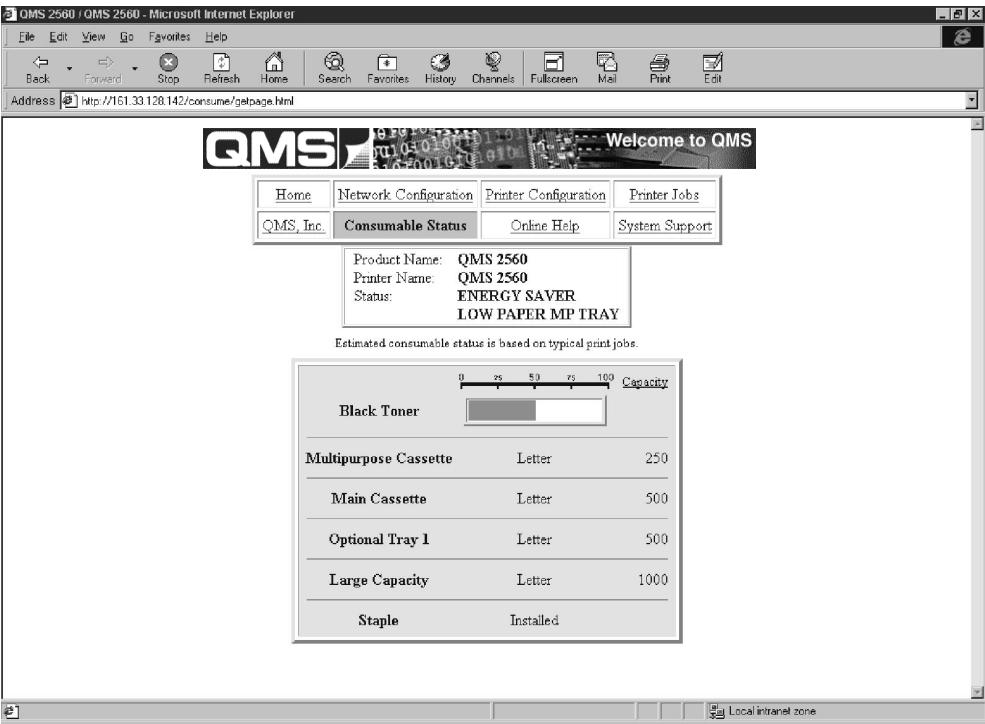
QMS, Inc. Page

This link takes you to the QMS corporate website. From here, you can access printer documentation and other support information, information about other QMS printers, and contact information.



Consumable Status Page

The Consumable Status page provides information about the current status of your printer's consumables, such as toner and media.



The Consumable Status page provides the following information:

Product Name	Identifies the type of printer you're browsing.
Printer Name	Identifies the name of the printer you're browsing.
Status	Echoes the status message in the printer message window.
Black Toner	Shows you approximately what percentage of toner is left in the cartridge.
Multipurpose Cassette	Identifies the media size and capacity of the multipurpose tray.
Main Cassette	Identifies the media size and capacity of the main tray as well as when media is low and out.

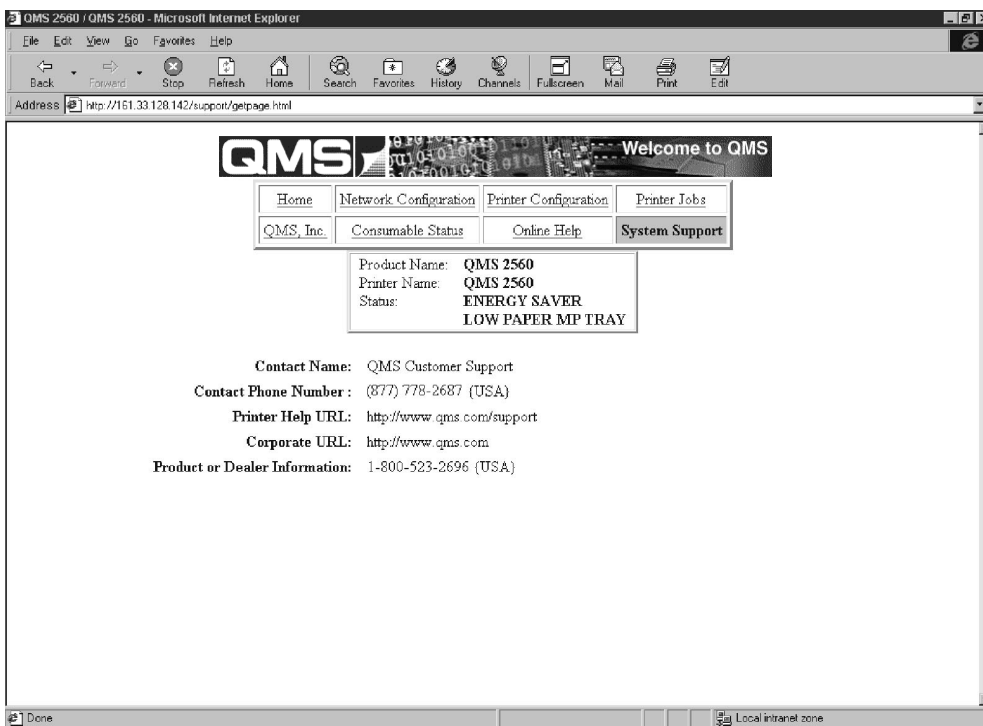
Optional Tray x	Identifies the media size and capacity of each optional tray as well as when media is low and out.
Large Capacity	Identifies the media size and capacity of the large-capacity tray (LCT).
Staple	Identifies whether staples are available.

Online Help Page

This Online Printer Help index page at the QMS corporate website allows you to access detailed maintenance and troubleshooting information about your printer on the Internet.

System Support Page

This page provides contact information to help you troubleshoot printer problems.



The Support page provides the following information:

Product Name	Identifies the type of printer you're browsing.
Printer Name	Identifies the name of the printer you're browsing.
Status	Echoes the status message in the printer message window.
Contact Name	Identifies the customer support contact name.
Contact Phone Number	Identifies the customer support telephone number.
Printer Help URL	Identifies the printer help web address.
Corporate URL	Identifies the QMS corporate web address.
Product or Dealer Information	Identifies the telephone number where you can get information about consumables and about the dealer nearest you.



5

Fonts

In This Chapter . . .

- “About this Chapter” on page 5-2
- “Resident PostScript Fonts” on page 5-2
- “Resident PCL Fonts” on page 5-4

About this Chapter

The 2560 Print System provides 177 fonts to the PostScript emulation and 80 fonts to the PCL emulation.

Resident PostScript Fonts

Albertus Extra Bold	Bodoni Poster Compressed	Coronet Regular
Albertus Medium	Bodoni	Courier
Albertus MT	Bookman Demi	Courier Bold
Albertus MT Italic	Bookman Demi Italic	Courier Bold Oblique
Albertus MT Light	Bookman Light	Courier HP
Antique Olive	Bookman Light Italic	Courier HP Bold
Antique Olive Bold	Candid	Courier HP Bold Italic
Antique Olive Italic	CG Omega	Courier HP Italic
AntiqueOlive Bold	CG Omega Bold	Courier ISO Latin1
AntiqueOlive Compact	CG Omega Bold Italic	Courier Oblique
AntiqueOlive Italic	CG Omega Italic	Dark Courier*
AntiqueOlive Roman	CG Times	Dark Courier Bold*
Apple Chancery	CG Time Bold	Dark Courier Bold Italic*
Arial MT	CG Times Bold Italic	Dark Courier Italic*
Arial Bold MT	CG Times Italic	Eurostile
Arial Bold Italic MT	Chicago	Eurostile Bold
Arial Italic MT	Clarendon Bold	Eurostile Bold Extended #2
Avant Garde Book	Clarendon Condensed Bold	Eurostile Extended #2
Avant Garde Book Oblique	Clarendon Light	Garamond Antigua
Avant Garde Demi	Clarendon	Garamond Halbfett
Avant Garde Demi Oblique	Cooper Black	Garamond Kursiv
Bodoni Bold	Cooper Black Italic	Garmond Kursiv Halbfett
Bodoni Bold Italic	Copperplate Thirty-two BC	Geneva
Bodoni Italic	Copperplate Thirty-three BC	Gill Sans
Bodoni Poster	Cornonet	Gill Sans Bold

* The Dark Courier fonts are provided for for HP compatibility. They can be accessed only through custom application software.

Gill Sans Bold Condensed	Letter Gothic Italic	Times Bold Italic
Gill Sans Bold Italic	LetterGothic	Times Italic
Gill Sans Condensed	LetterGothic Bold	Times New Roman PS MT
Gill Sans Extra Bold	LetterGothic Bold Slanted	Times New Roman PS Bold MT
Gill Sans Italic	LetterGothic Slanted	Times New Roman PS Bold Italic MT
Gill Sans Light	Lubalin Graph Book	Times New Roman PS Italic MT
Gill Sans Light Italic	Lubalin Graph Book Oblique	Times Roman
Goudy	Lubalin Graph Demi	Times Roman ISO Latin1
Goudy Bold	Lubalin Graph Demi Oblique	Univers
Goudy Bold Italic	Marigold	Univers Bold
Goudy Extra Bold	Monaco	Univers Bold Extended
Goudy Italic	Mona Lisa Recut	Univers Bold Extended Oblique
Helvetica	New Century Schoolbook Bold	Univers Bold Italic
Helvetica Bold	New Century Schoolbook Bold Italic	Univers Bold Oblique
Helvetica Bold Oblique	New Century Schoolbook Italic	Univers Condensed
Helvetica Condensed Bold	New Century Schoolbook Roman	Univers Condensed Bold
Helvetica Condensed Bold Oblique	New York	Univers Condensed Bold Italic
Helvetica Condensed Oblique	Optima Bold	Univers Condensed Medium
Helvetica Narrow	Optima Bold Italic	Univers Condensed Medium Italic
Helvetica Narrow Bold	Optima Italic	Univers CondensedBold
Helvetica Narrow Bold Oblique	Optima Roman	Univers CondensedBold-Oblique
Helvetica Narrow Oblique	Oxford	Univers CondensedOblique
Helvetica Oblique	Palatino Bold	Univers Extended
Hoefler Text Black	Palatino Bold Italic	Univers Extended Oblique
Hoefler Text Black Italic	Palatino Italic	Univers Light
Hoefler Text Italic	Palatino Roman	Univers Light Oblique
Hoefler Text Ornaments	Stempel Garamond Bold	Univers Medium
Hoefler Text Regular	Stempel Garamond Bold Italic	Univers Medium Italic
Joanna MT	Stempel Garamond Italic	Universe Oblique
Joanna MT Bold	Stempel Garamond Roman	Wingdings Regular
Joanna MT Bold Italic	Symbol	Zapf Chancery Medium Italic
Joanna MT Italic	Taffy	Zapf Dingbats
Letter Gothic	Times Bold	
Letter Gothic Bold	Times Bold ISO Latin1	

Resident PCL Fonts

Albertus Extra Bold	Courier Italic	Times Bold Italic
Albertus Medium	CourierPS	Times Italic
Antique Olive	CourierPS Bold	Times New
Antique Olive Italic	CourierPS Bold Oblique	Times New Bold
Antique Olive Bold	CourierPS Oblique	Times New Bold Italic
Arial	Garamond Antiqua	Times New Italic
Arial Bold	Garamond Halbfett	Times Roman
Arial Bold Italic	Garamond Kursiv	Univers Bold
Arial Italic	Garamond Kursiv Halbfett	Univers Bold Condensed
ITC Avant Garde Gothic Book	Helvetica	Univers Bold Condensed Italic
ITC Avant Garde Gothic Book Oblique	Helvetica Bold	Univers Bold Italic
ITC Avant Garde Gothic Demi	Helvetica Bold Oblique	Univers Medium
ITC Avant Garde Gothic Demi Oblique	Helvetica Narrow	Univers Medium Condensed
ITC Bookman Demi	Helvetica Narrow Bold	Univers Medium Condensed Italic
ITC Bookman Demi Italic	Helvetica Narrow Bold Oblique	Univers Medium Italic
ITC Bookman Light	Helvetica Narrow Oblique	Wingdings
ITC Bookman Light Italic	Helvetica Oblique	
CG Omega	Letter Gothic	
CG Omega Bold	Letter Gothic Bold	
CG Omega Italic	Letter Gothic Italic	
CG Omega Italic Bold	Marigold	
CG Times	New Century Schoolbook Bold	
CG Times Bold	New Century Schoolbook Bold Italic	
CG Times Bold Italic	New Century Schoolbook Italic	
CG Times Bold Italic	New Century Schoolbook Roman	
CG Times Italic	Palatino Bold	
Clarendon Condensed	Palatino Bold Italic	
Coronet	Palatino Italic	
Courier	Palatino Roman	
Courier Bold	Symbol	
Courier Bold Italic	Times Bold	



6

Media Handling

In This Chapter . . .

- “About this Chapter” on page 6-2
 - “Media” on page 6-2
 - “Loading Media” on page 6-5
 - “Duplex Printing” on page 6-10
 - “Automatic Tray Chaining” on page 6-11
 - “Output Bins” on page 6-12
-

About this Chapter

This chapter lists acceptable media types and sizes, and then explains how to load media, duplex print, chain input trays, work with output options, and adjust margins.

Media

Media Sizes

- » **Note:** All media trays except the Multipurpose tray automatically sense the size of the installed media.

Size	Multipurpose tray	Main tray	Optional 500-sheet trays	Optional 2500-sheet tray
A3	✓	✓	✓	X
A4	✓	✓	✓	✓
A5	✓	X	✓	X
A6	✓	X	X	X
C5 Envelope	✓	X	X	X
Com 10 Envelope	✓	X	X	X
Custom	✓	X	X	X
DL Envelope	✓	X	X	X
Executive	✓	✓	✓	X
Folio	✓	X	X	X
Government Letter	✓	✓	✓	✓
ISO B5	✓	✓	✓	X
JIS B4	✓	✓	✓	X
JIS B5	✓	✓	✓	X
Ledger	✓	✓	✓	X
Legal	✓	✓	✓	X
Letter	✓	✓	✓	✓
Monarch Envelope	✓	X	X	X
Statement	✓	X	X	X
✓ = supported X = not supported				

Media Types

◆ **Caution:** *This printer is designed to print on the following types of media only.*

Media Type		Multipurpose tray	Main tray	Optional 500-sheet trays	Optional 2500-sheet tray
Plain Paper 16 to 24 lbs (60 to 90 g/m)		✓	✓	✓	✓
Recycled Paper 16 to 24 lbs (60 to 90 g/m)		✓	✓	✓	✓
Special Media	Transparencies	✓	X	X	X
	Labels	✓	X	X	X
	Letterhead	✓	X	X	X
	Envelopes	✓	X	X	X
	Env. Com10 4.25" x 9.5" (107 x 241 mm)	✓	X	X	X
	Env. DL 6" x 8.5" (110 x 220 mm)	✓	X	X	X
	Env. C5 6.25" x 9" (162 x 229 mm)	✓	X	X	X
	Env. B5 7" x 9" (176 x 250 mm)	✓	X	X	X
	Env. Monarch 3.75" x 7.5" 95.25 x 190 mm	✓	X	X	X
	Custom 3.5" to 11.75" x 5.5" to 17" (92 to 297 x 140 to 432 mm)	✓	X	X	X
✓ = supported X = not supported					

Notes on Special Media Types

- Special media can be printed only into bin 1 when a 5-bin mailbox, a 10-bin mailbox, or a mailbox/stapler/hole punch is installed. Do not attempt to print documents into other bins.
- Special media and media sizes smaller than A5 cannot be duplex printed.
- Special media must be selected in the printer driver or Input Options/MP Tray Media menu.

Notes on Envelopes

Envelopes should meet the following requirements:

- Sharp folds and edges.
- General mailing envelopes without seals on the glued portion.
- Those having flaps the full width of the envelope (unacceptable if the flap is glued).
- Wrinkle-free, no fasteners.

Unsupported Media Types

To avoid reduced print quality or media jams, do not use the following types of media:

- Media already used in a thermal transfer printer or ink jet printer.
- Media that is too thin or too thick.
- Media folded, curled, or torn.
- Media having binding holes or perforations.
- Media with surfaces that are too smooth or too rough or with varying surfaces.
- Media having special coatings on their surfaces such as carbon media, heat-sensitive media, and pressure-sensitive media.
- Media not cut on right angles.
- Media bound by glue, staples, or clips.
- Media affixed with labels which are easy to peel.
- Post cards that are warped or bent.

Media Storage

Media storage conditions greatly affect print quality. Store media in its original package out of areas subject to extreme temperatures or humidity.

Loading Media

The following section describes the procedure for properly loading media and envelopes into the following media sources of your printer:

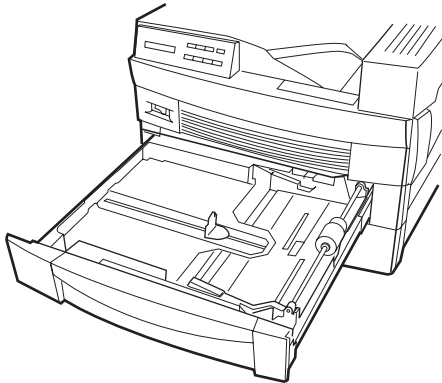
- The Multipurpose tray
- The Main tray

Loading Media into the Multipurpose Tray

The multipurpose tray holds up to 250 sheets of paper. Tray capacity for other types of media depends on the specific type of media.

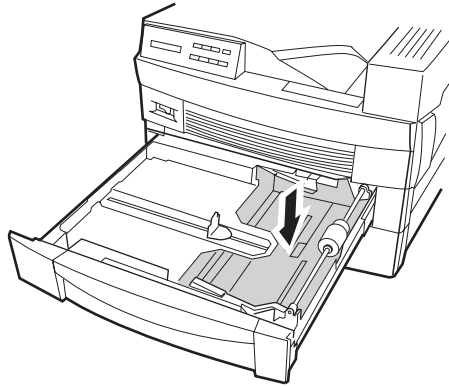
» **Note:** *Whenever you use custom-size media, be sure to specify the print area in the printer driver.*

- 1 Slide open the multipurpose tray.

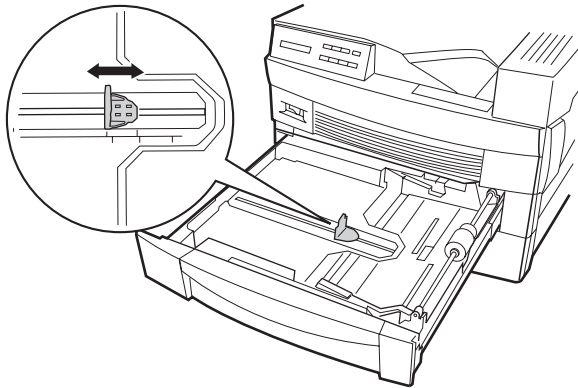


Loading Media

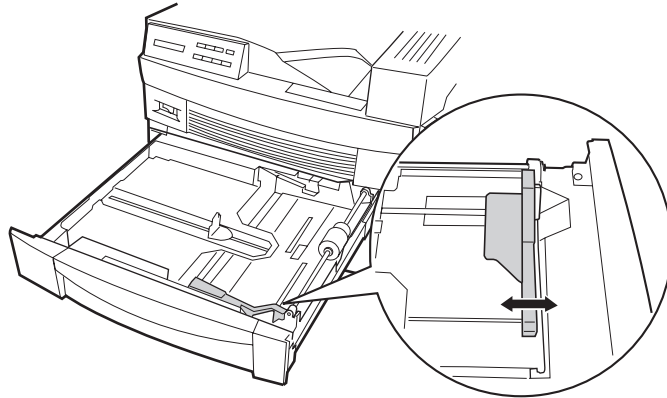
- 2 Press down on the media-lifting plate inside the tray until it clicks into place.



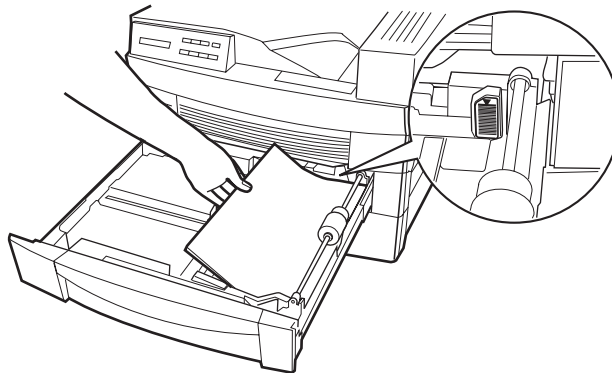
- 3 If necessary, adjust the green clip to the appropriate media size by squeezing its sides and sliding it through the runner at the bottom of the tray.



- 4 Press the green button located near the outer edge of the tray to adjust the media guides.



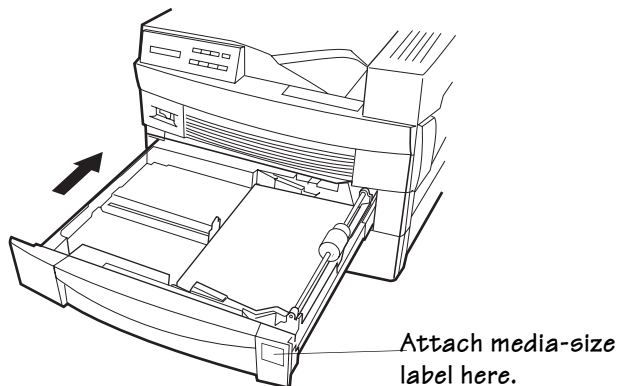
- 5 Load the proper size of media within the guides.



The stack of media should not exceed the maximum level indicator on the tray.

Loading Media

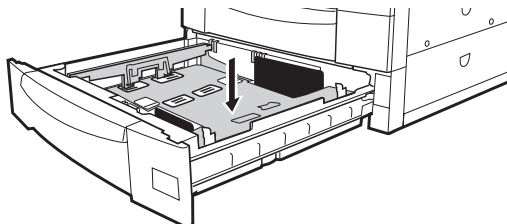
- 6 Close the multipurpose tray.
- 7 If necessary, attach a media-size label to indicate the size of the media you just loaded.



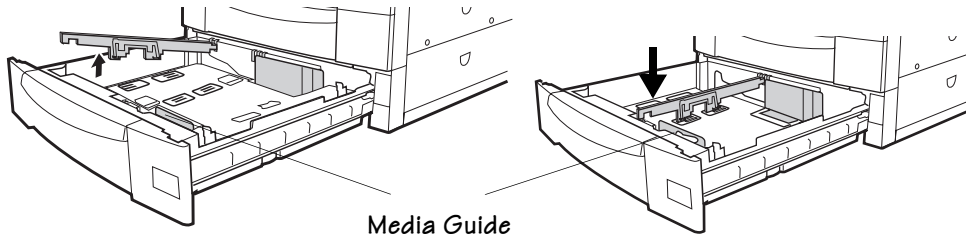
Loading Paper into the Main Tray

The main tray is designed to hold up to 500 sheets of plain/recycled paper. Slide open the main tray.

- 1 Press down on the media-lifting plate inside the tray until it clicks into place.



- 2 If necessary for the size media you're loading, remove the green media bar and reinsert it in the appropriate location.
- 3 If necessary for the size media you're loading, press the green button located near the outer edge of the tray to adjust the media guide.




- 4 Load the proper size media within the guides.

The stack of paper that is loaded into the tray should not exceed the maximum level indicator.

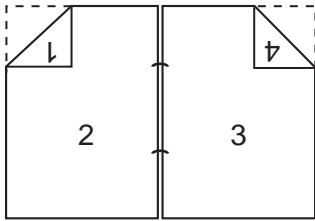
- 5 Close the main tray.

Notes on Special Media Types

- Place A4, letter, and smaller media sizes lengthwise into the tray (so the media's long edges face the sides of the tray). Place larger media widthwise. 
- Place custom-size media and envelopes widthwise into the tray.
- Place all envelopes except B5 so that the flap is facing down and toward the inside of the tray. Make sure that all flaps are folded correctly.
- Place B5 envelopes so that the flaps are facing down and toward the right of the tray.
- For simplex printing, place letterhead and prepunched paper in the tray face up.
- For duplex printing, place letterhead and prepunched paper in the tray face down.

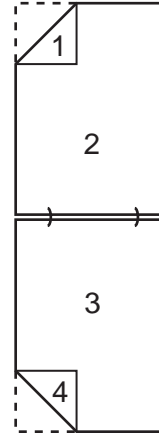
Duplex Printing

When a duplex unit is installed, the printer can print double-sided documents. Settings for this feature include Long Edge or Short Edge and can be accessed through your printer driver. Duplex-printed jobs are deposited face-down in the selected output bin.



Long Edge

Short Edge



Duplex Media

The following media sizes and types can be used for duplex printing documents.

Media Sizes

- | | |
|-------------|----------------|
| ■ A3 | ■ JIS |
| ■ A4 | ■ Ledger |
| ■ A5 | ■ Legal |
| ■ B4 | ■ Letter |
| ■ B5 | ■ Custom sizes |
| ■ Executive | |

- » **Note:** Do not use custom sizes smaller than A5 (5"x8.25"/127x209.5 mm) for duplex printing.

Media Types

- Plain media: 16 to 24 lbs (60 to 90 g/m²)
- Recycled media: 16 to 24 lbs (60 to 90 g/m²)

- » **Note:** *Do not use special media (transparencies, labels, envelopes, letterhead, postcard or thick paper) for duplex printing.*

Place letterhead and prepunched paper in the tray face down for duplex printing.

Automatic Tray Chaining

Tray chaining allows the printer to select another input tray automatically if the currently selected tray runs out of media. Tray chaining allows you to make up to 3500 continuous prints of the same size using the main and optional 500-sheet trays as well as the optional 2500-sheet LCT (large-capacity tray).

- » **Note:** *The multipurpose tray is not available for tray chaining.*

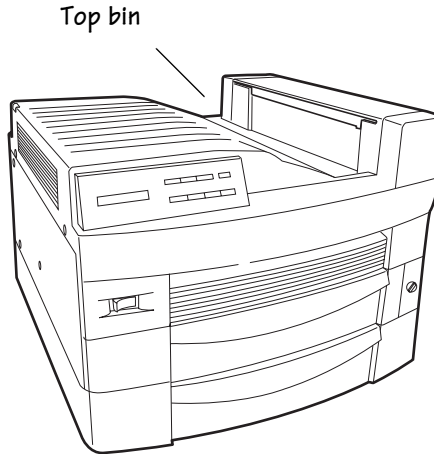
You can configure tray chaining through the Input Options/Input Chaining menu. The following selections are available:

- **On**—If the currently selected tray runs out of media and another tray is loaded with the same size media, the printer automatically switches to that tray to permit an uninterrupted print cycle.
- **On Any**—If the currently selected tray runs out of media and another tray is loaded with media of any size, the printer automatically switches to that tray to permit an uninterrupted print cycle.
- **Off**—If the currently selected tray runs out of media, the print cycle is interrupted, and you must reload the tray.

Output Bins

Top Bin

By default, printed pages are normally output face down in the top bin. This bin holds up to 500 sheets of media.



Other Output Options

Installation of an optional 5-bin mailbox, 10-bin mailbox, stacker/stapler/hole punch, or mailbox/stapler/hole punch provides you with a variety of options to sort output according to job, user, or other parameters.

- » **Note:** *The top bin is not available when an optional 5-bin mailbox, 10-bin mailbox, stacker/stapler/hole punch, or mailbox/stapler/hole punch is installed.*

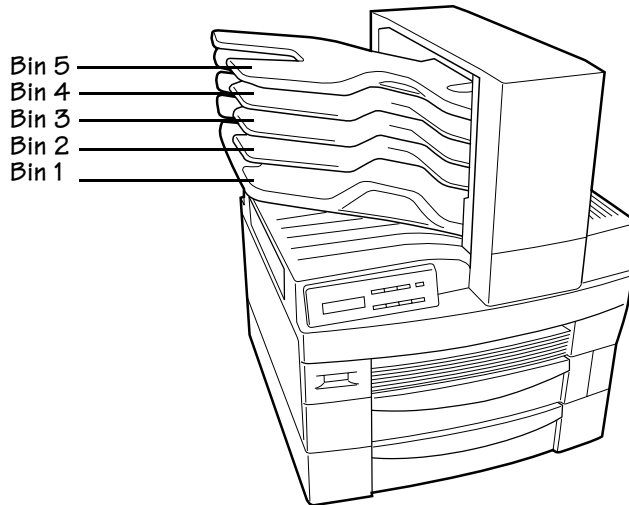
The rest of this section describes these output options and the functions available with each. Complete information on each of these options is included in the *Options* manual.

5-bin Mailbox

The 5-bin mailbox holds pages face down in the order they exit the printer. Bin 1 can hold up to 250 sheets of plain paper or 20 sheets of special media (transparencies, thick paper, envelopes, letterhead, postcard, or labels) and supports offset stacking.

» **Note:** *Special media and media sizes smaller than A5 can be output only to Bin 1.*

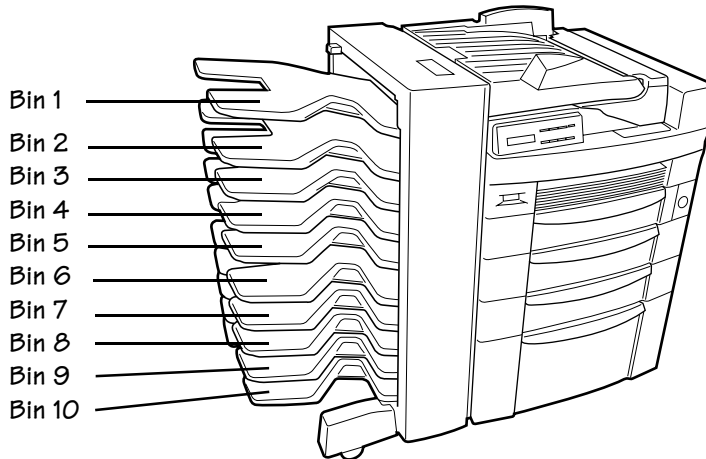
Bins 2 through 4 can hold up to 50 sheets of plain paper while Bin 5 can hold up to 100 sheets of plain paper.



10-bin Mailbox

The 10-bin mailbox holds pages face down in the order they exit the printer. Each bin can hold up to 200 sheets of plain paper. Bin 1 supports offset stacking.

- » **Note:** *Special media and media sizes smaller than A5 can be output only to Bin 1.*
- » **Note:** *The 10-bin mailbox requires either three optional 500-sheet trays with casters, one optional 500-sheet tray with a 2,500-sheet LCT, or one optional 500-sheet tray with a cabinet.*



Mailbox Bin Modes

The 5-bin and 10-bin mailbox bins each have three modes:

- **Bin Selection**—In this mode, each bin can be addressed individually as the output destination. When the bin is full, printing stops and a message displays in the printer's message window.
- **Mailbox**—In this mode, each copy of a print job goes to a different output bin. The number of copies is limited by the number of bins. When the bins are full, printing stops and a message displays in the printer message window.
- **Offset**—This mode shifts Bin 1 sideways before the start of each job or copy of a job. This produces a staggered stack in Bin 1 with jobs and copies neatly separated.

Stacker/Stapler/Hole Punch

The stacker/stapler/hole punch holds up to 2,500 sheets of printed output. It provides

- One 500-sheet bin with job offset and hole punch
- One 2,000-sheet bin with job offset, stapling, and hole punch

» **Note:** *The stacker/stapler/hole punch requires either three optional 500-sheet trays with casters, one optional 500-sheet tray with a 2,500-sheet LCT, or one optional 500-sheet tray with a cabinet.*

Mailbox/Stapler/Hole Punch

The mailbox/stapler/hole punch holds up to 2,500 sheets of printed output. It provides

- One 500-sheet bin with job offset and hole punch
- One 1,000-sheet bin with job offset, stapling, and hole punch
- Five 200-sheet mailbins with hole punch

» **Note:** *The mailbox/stapler/hole punch requires either three optional 500-sheet trays with casters, one optional 500-sheet tray with a 2,500-sheet LCT, or one optional 500-sheet tray with a cabinet.*



7

Maintenance

In This Chapter . . .

- “About this Chapter” on page 7-2
 - “Printer Supplies” on page 7-2
 - “Using Toner Cartridges” on page 7-3
 - “Installing a New Toner Cartridge” on page 7-4
 - “Reloading Staples” on page 7-7
 - “Reloading Staples” on page 7-7
 - “Replacing the Image Transfer Roller and Paper Feed Rollers” on page 7-14
 - “Replacing the Fuser Unit” on page 7-21
-

About this Chapter

This chapter provides information about routine maintenance the printer requires to ensure the highest level of quality. Topics include replacing the toner cartridge, cleaning both the exterior of the printer and the paper feed rollers, replacing the maintenance kit, and acquiring new printer supplies.

Printer Supplies

Take the following precautions when handling printer supplies, such as the toner cartridge and paper:

- Avoid storing printer supplies in the following locations:
 - Areas subjected to direct sunlight.
 - Areas exposed to open flame.
 - Areas subjected to high humidity.
 - Areas subjected to large amounts of dust.
- Keep paper that has been removed from its wrapper, but not yet loaded into the printer, in a sealed plastic bag and store it in a cool, dark location.
- Use only toner cartridges expressly specified for this printer.
- Whenever you remove the toner cartridge from the printer, immediately wrap it with a cloth to protect it from overexposure to light.
- Should your hands become soiled with toner, immediately wash them with soap and water.
- Keep supplies out of the reach of children.

Using Toner Cartridges

-
- ◆ **Caution:** *To ensure the proper operation of the printer, use QMS supplies and parts only.*
-

The print drum and the toner supply are both contained within the toner cartridge. The toner cartridge is designed to produce 15,000 pages of Letter/A4-size prints with approximately 5% coverage during its life. However, the actual number of prints varies with toner coverage.

The **Toner Low** message appears in the control panel message window to alert you to when it is almost time to replace the toner cartridge. You can still print using the current toner cartridge even after this message is displayed. However, you may notice a gradual decrease in the quality of your printed documents.

Extending Toner Cartridge Life

Redistributing Toner

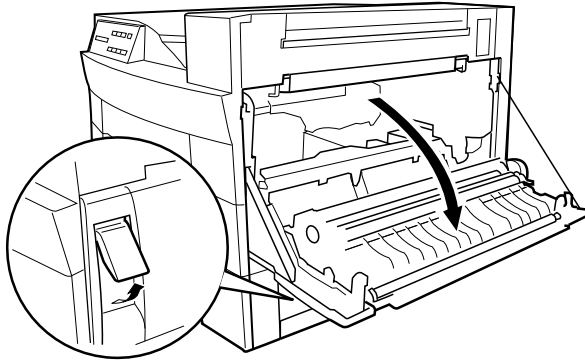
Sometimes, you can improve print quality and increase the life of the toner cartridge by taking it out of the printer, shaking it two or three times, and then reinstalling it in the printer. This may help to redistribute the remaining toner in the cartridge. If the print quality doesn't improve, however, or if **Toner Empty** displays in the message window, you must replace the toner cartridge.

Conserving Toner

To help you lower your printing costs, your printer provides an option called 600dpi/ Toner Saver, which simulates draft-quality printing. The printer reduces the amount of toner used during printing by screening the black dots in a 1:3.5 ratio. In other words, 1 black dot prints for every 3.5 black dots that would print in normal printing mode. You can select the Toner Saver option through your printer driver or through the Print/Print Quality menu.

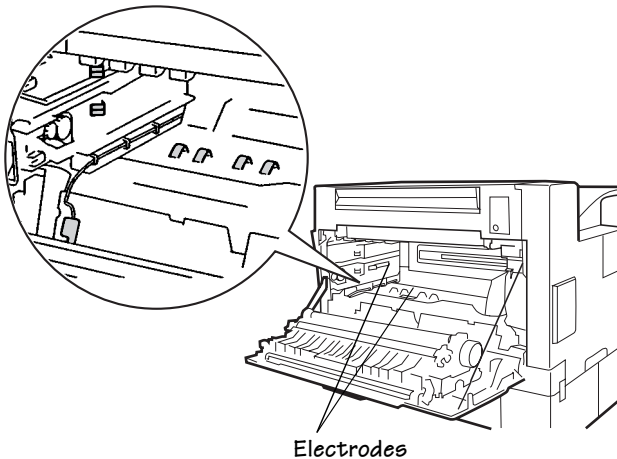
Installing a New Toner Cartridge

- 1 Pull the side door release lever and open the side door.



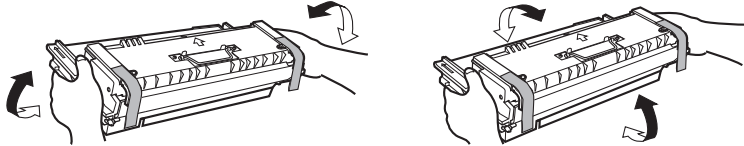
WARNING! *Never touch the copper and brass electrode that is located inside the right door and underneath the toner cartridge, as an electrical shock or printer malfunction can result.*

ACHTUNG! *Berühren Sie niemals die Metall-Elektroden, die in der Innenseite der rechten Klappe und unter der Toner cartridge angebracht sind, da Sie sonst einen elektrischen Schlag bekommen könnten oder eine Funktionsstörung des Druckers eintreten kann.*

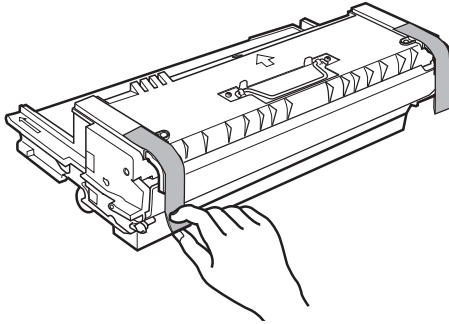


Electrodes

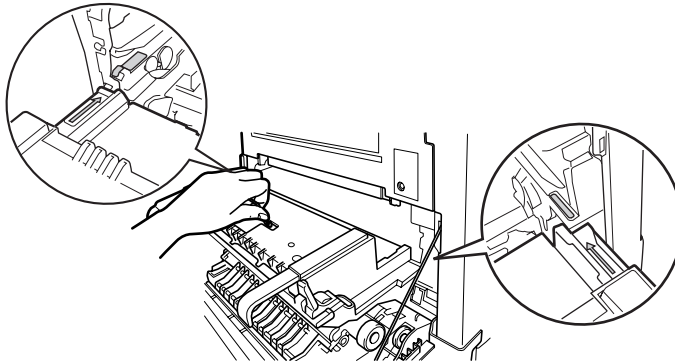
- 2 Remove the old toner cartridge from the printer.
- 3 Unpack the new toner cartridge.
- 4 Holding it with both hands, shake the new toner cartridge left and right, forward and back.



- 5 Carefully remove the packing tape from the grips by pulling it from the bottom up.

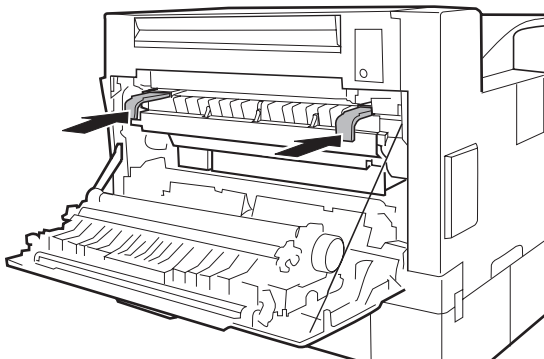


- 6 Align the green guides on the toner cartridge with the slot bearing the green seal located inside of the printer.



Using Toner Cartridges

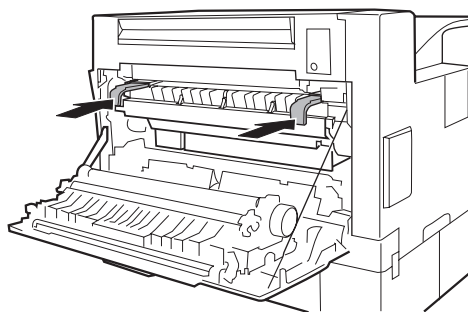
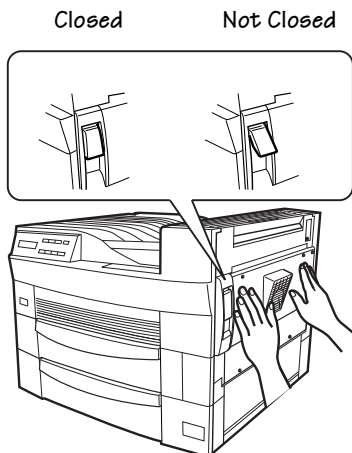
- 7 Insert the toner cartridge as far as it will go inside the printer.



-
- ◆ **Caution:** Use the green handles to push in the toner cartridge. Pressing the middle of the cartridge may damage it.
-

- 8 Close the side door.

- » **Note:** Make sure the side door is closed correctly. If it's difficult to close the side door, push the green tabs of the imaging cartridge as far as they will go inside the printer and try again. They are spring-loaded and provide resistance. Then place one hand on each end of the side door and press firmly to close it.

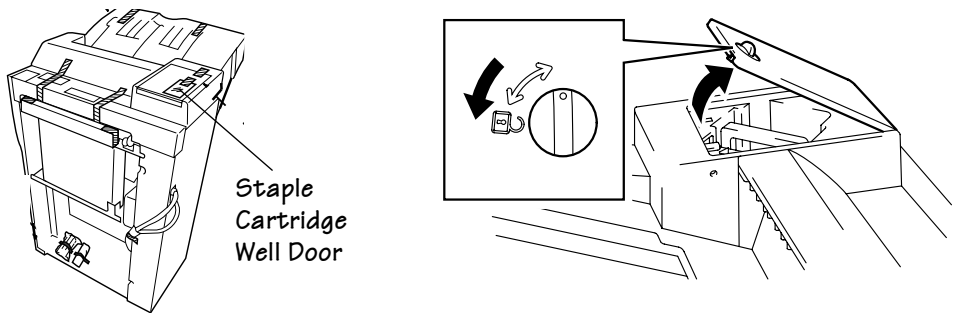


Reloading Staples

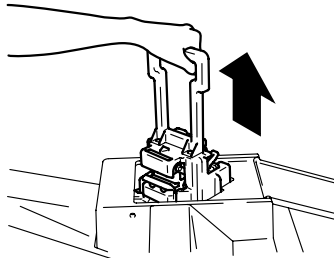
The following instructions apply to both the stacker/stapler/hole punch and the mailbox/stapler/hole punch.

- 1 Press the knob on the stapler unit well door to open the door.**

The well door is located on the upper-right side of the stacker/stapler/hole punch or mailbox/stapler/hole punch.

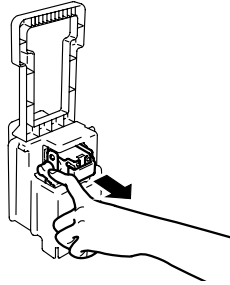


- 2 Using the green handle, pull the stapler unit out of the well.**

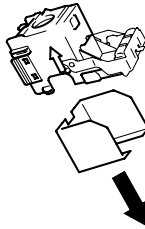


Reloading Staples

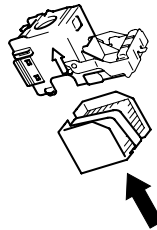
- 3 While pressing down the green lever, pull out the staple cartridge.



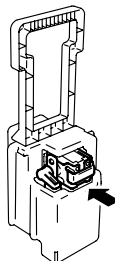
- 4 Remove the empty staple clip from the staple cartridge.



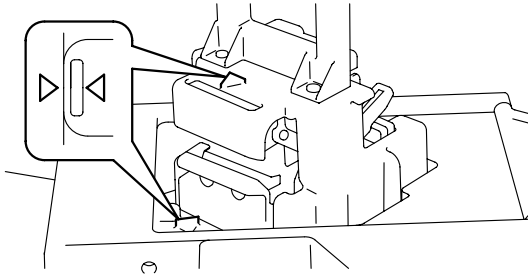
- 5 Load a new staple clip into the staple cartridge, and carefully peel off the seal.



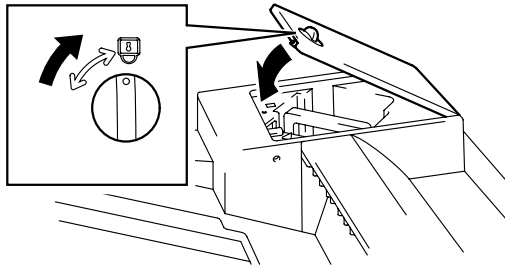
- 6 Insert the loaded staple cartridge into the stapler unit until it clicks into place.



- 7 Align the arrows, and firmly push the stapler unit down into the well.

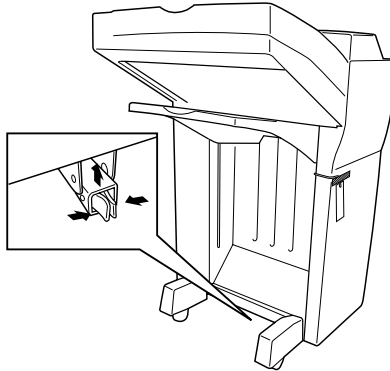


- 9 Press and turn the knob to lock the cover.



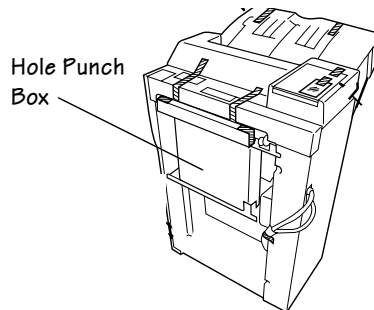
Emptying the Hole Punch Box

- 1 **Separate the stacker/stapler/hole punch or mailbox/stapler/hole punch from the printer by sliding out the bar that connects the two units.**



- 2 **Remove the hole punch box, and discard its contents.**

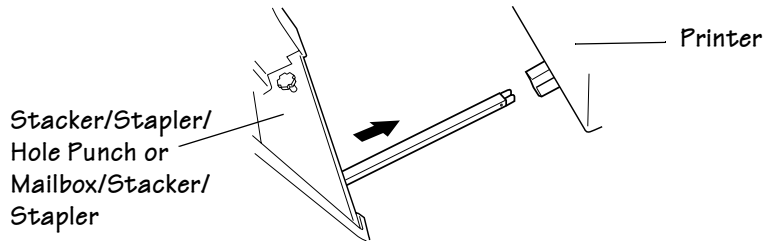
The hole punch box is located in the back of the stacker/stapler/hole punch or mailbox/stapler/hole punch.



- 3 **Reinstall the hole punch box, making sure it's firmly in place.**

- 4 Reconnect the stacker/stapler/hole punch or mailbox/stapler/hole punch to the printer by reinserting the bar you moved in step 1.

The bar clicks into place.



Cleaning the Printer

Clean the printer at regular intervals to avoid the build up of dust, dirt, and lint on the inside and outside surfaces of the printer.

Note the following when cleaning the printer:

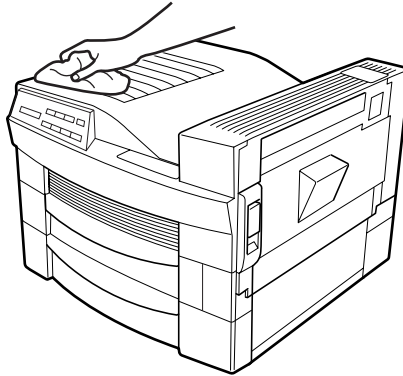
- Before cleaning the printer, be sure to turn it off and unplug the power cord.
- Use a soft dry cloth to clean the printer. Never use abrasives or corrosive detergents.

⚠ **WARNING!** *The fuser can become very hot during operation. Do not touch the area to avoid injury. Wait for at least 10 minutes after the printer has been turned off and make sure the fuser has cooled before cleaning the interior of the printer.*

ACHTUNG! *Die Fixiereinheit kann während des Druckvorgangs sehr heiß werden. Um Verletzungen zu vermeiden, berühren Sie diese Einheit nicht. Warten Sie mindestens 10 Minuten nachdem der Drucker abgeschaltet wurde und versichern Sie sich, daß die Fixiereinheit abgekühlt ist, bevor Sie den Innenraum des Druckers reinigen.*

Cleaning the Outside of the Printer

Wipe the outside of the printer with a soft cloth moistened with a neutral, household detergent.

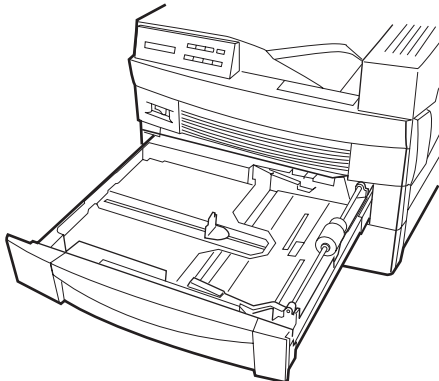


Cleaning the Paper Feed Roller

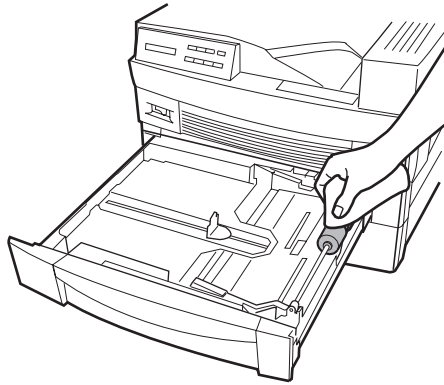
The accumulation of dust and other debris on the paper feed roller can cause media feeding problems. Clean the paper feed roller if you notice frequent media jams.

-
- ◆ **Caution:** *Be sure to turn the printer off and unplug the power cord before cleaning. Use a soft cloth . Do not use liquids, abrasives or detergents.*
-

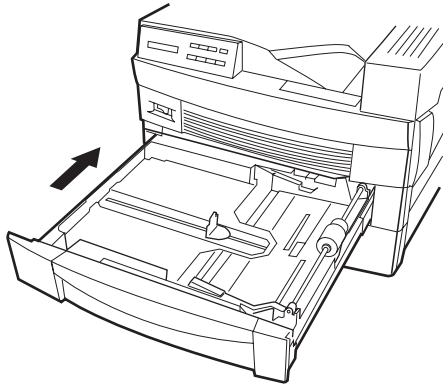
- 1 Pull out the multipurpose tray from the printer until it stops.



- 2 Using a soft cloth, wipe the paper feed roller.**



- 3 Push the multipurpose tray back into place.**



- 4 Repeat this process for all other media trays.**

Replacing the Image Transfer Roller and Paper Feed Rollers

If the printer begins experiencing frequent media misfeeding and double-feeding, the image transfer roller unit and the multipurpose tray paper feed roller may require replacement. Each should be replaced after approximately 150,000 simplex pages. Contact your vendor for purchase information.

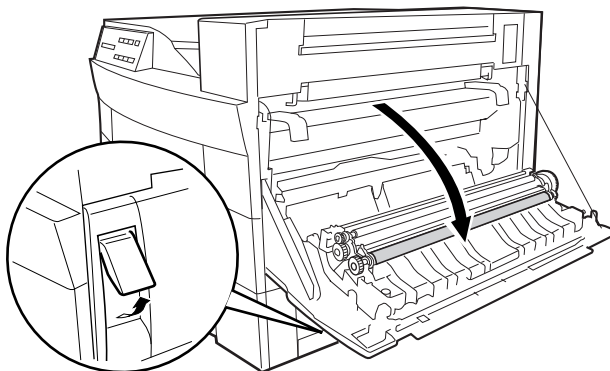
This section describes how to determine if it's time for preventive maintenance and how to replace both the image transfer roller unit and the multipurpose tray paper feed roller.

Checking the Preventive Maintenance Counter

Check the Miscellaneous/PM Life menu to determine the number of simplex pages that have been printed since the last preventive maintenance (replacement of the image transfer roller unit and the multipurpose tray paper feed roller). These items should be replaced after every 150,000 printed pages. Use the Miscellaneous/Reset PM Life menu to reset this counter to 0 after replacing the rollers.

Replacing the Image Transfer Roller Unit

- 1 Open the side door of the printer.

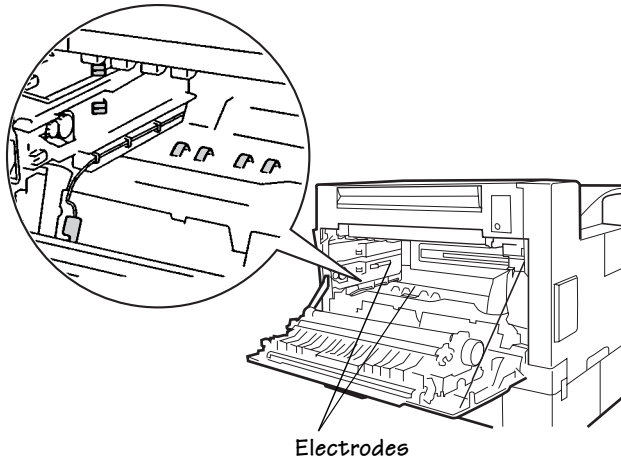


Replacing the Image Transfer Roller and Paper Feed Rollers

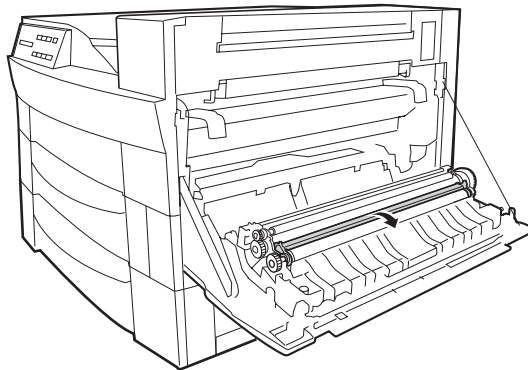


WARNING! *Never touch the copper and brass electrode that is located inside the right door and underneath the toner cartridge, as an electrical shock or printer malfunction can result.*

ACHTUNG! *Berühren Sie niemals die Metall-Elektroden, die in der Innenseite der rechten Klappe und unter der Toner cartridge angebracht sind, da Sie sonst einen elektrischen Schlag bekommen könnten oder eine Funktionsstörung des Druckers eintreten kann.*

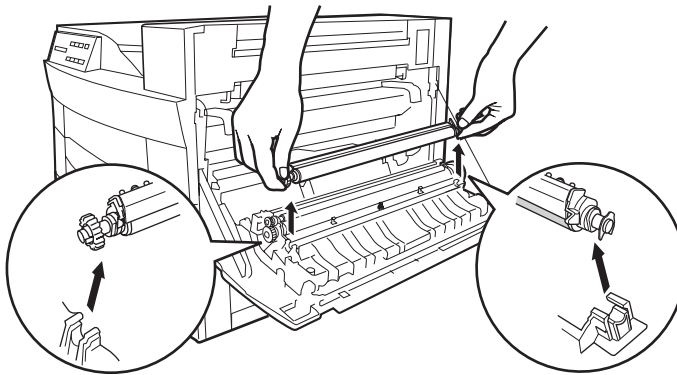


- 2 Pull back the metal door that protects the image transfer roller.



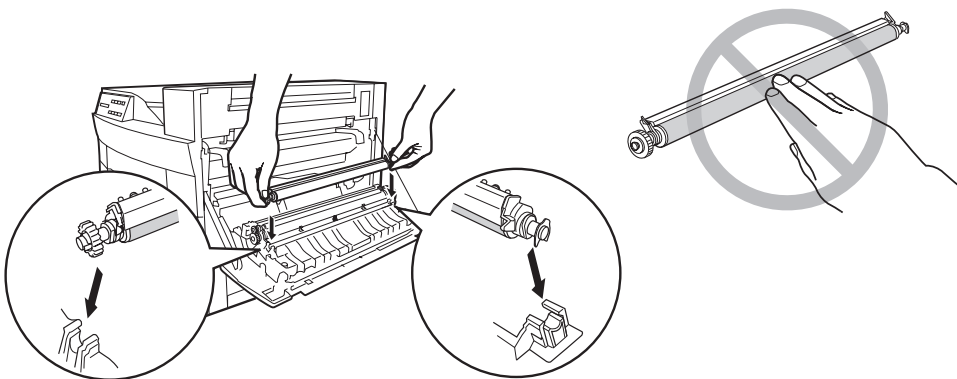
Replacing the Image Transfer Roller and Paper Feed Rollers

- 3 Lift the old image transfer roller unit by its ends to remove it.



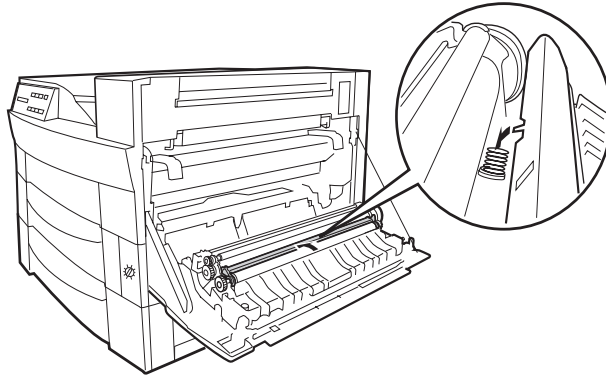
- 4 Take the new unit, and holding it by its ends, position it so that the metal claw in the middle of the unit is aligned with metal spring inside of the printer.

» **Note:** Don't touch the rounded, black surface of the image transfer roller unit.



Replacing the Image Transfer Roller and Paper Feed Rollers

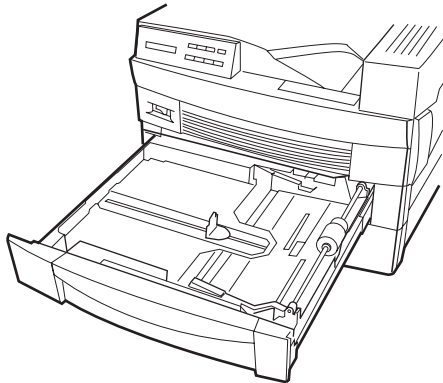
- 5 Gently rest the unit into the bed of the printer so that the metal claw connects with the spring.



- 6 Push back the metal door to lock the unit into place.
- 10 Close the side door.

Replacing the Paper Feed Roller

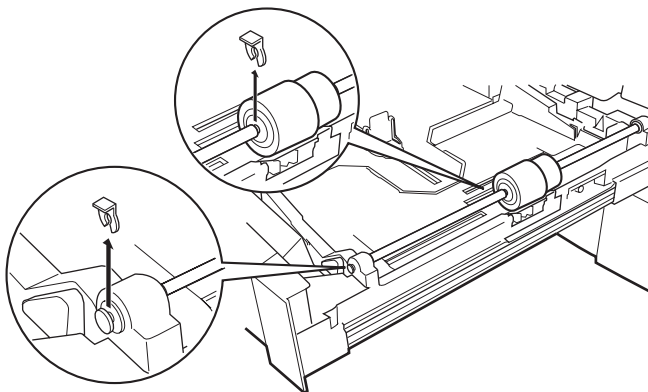
- 1 Pull out the multipurpose tray as far as it will go, and press down on the paper lifting plate until it clicks into place.



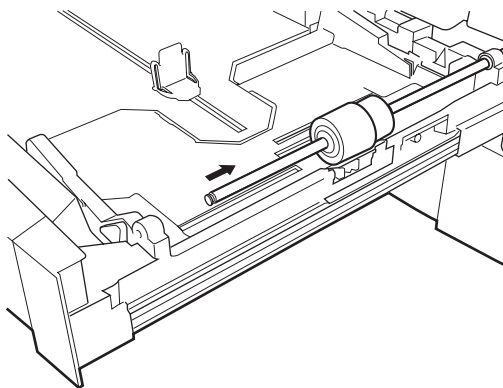
Replacing the Image Transfer Roller and Paper Feed Rollers

2 Remove both clips from the paper feed roller bar.

A paper feed roller rests on a bar to one side of the multipurpose tray. The bar is secured by two clips, one at the end of the bar (on the end facing away from the inside of the tray) and one that rests against the side of the roller (the side with the rubber casing).

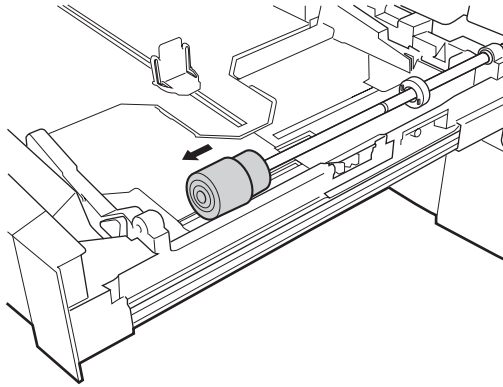


3 Release the outer end of the bar from its holder, and slide the bar toward the inside of the tray.

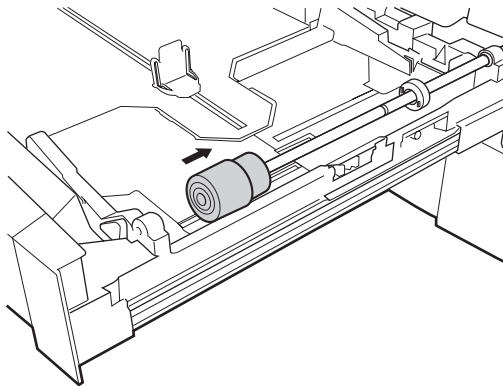


Replacing the Image Transfer Roller and Paper Feed Rollers

- 4 Slide the old paper feed roller off of the bar.



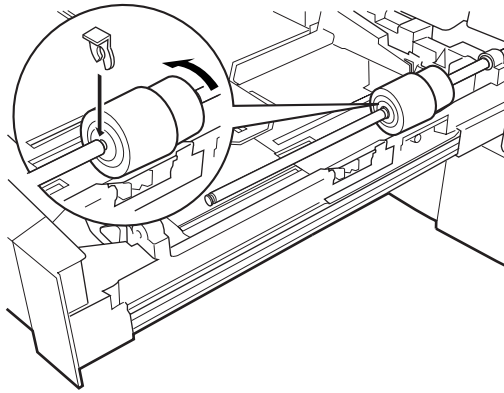
- 5 Slide the new paper feed roller onto the bar, making sure that the side covered with the rubber casing is facing away from the inside of the tray.



- 6 With the new paper feed roller positioned as far as it will go on the bar, rotate the paper feed roller counter clockwise until the groove on the bar appears.

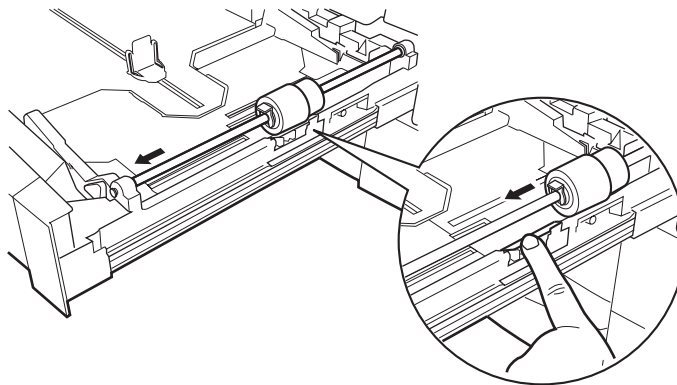
Replacing the Image Transfer Roller and Paper Feed Rollers

- 7 Attach the clip to secure the roller.**



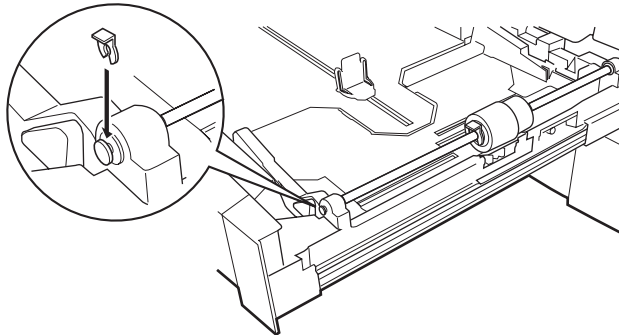
- 8 Replace the free end of the bar into its holder.**

Make sure to push in the cushion that is attached to the side of the tray when replacing the bar.



- 9 Position the bar so that there is enough room at the tip to attach the clip.**

10 Attach the clip at the space in order to secure the bar.



11 Push in the multipurpose tray.

12 Use the Miscellaneous/Reset PM Life menu to reset the PM Life counter.

Replacing the Fuser Unit

After every 300,000 prints, depending upon operating conditions, a **FATAL ERROR FUSER** message displays in the control panel message window, indicating that the fuser unit needs to be replaced. Frequent media jams near the fuser unit also indicate that the unit requires replacement.

The fuser unit must be replaced by a QMS-authorized service technician. Contact your vendor for more information.



8

Troubleshooting

In This Chapter . . .

- “About this Chapter” on page 8-2
 - “Media Jams” on page 8-2
 - “Stapling Problems” on page 8-9
 - “Print Quality Problems” on page 8-12
 - “Image Shift Problems” on page 8-15
 - “No Output” on page 8-16
 - “Printer Message Types” on page 8-17
 - “Printer Message List” on page 8-17
 - “Uninstalling a Printer Driver” on page 8-25
-

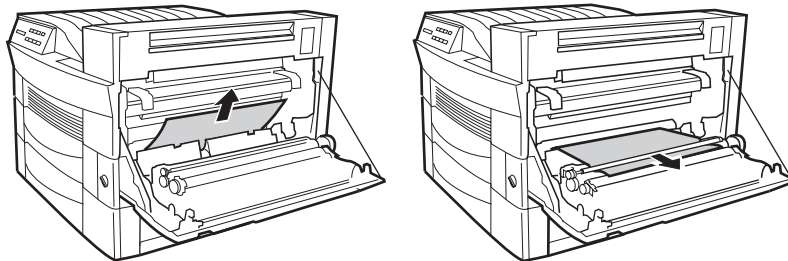
About this Chapter

This chapter offers solutions to some common printing problems that may occur, such as media jams and image shift problems. In addition, there is a list of messages that you may see displayed in the control panel message windows while printing.

Media Jams

Inside the Printer

- 1 Pull the side door release lever to open the side door.
- 2 Remove the misfed media by pulling it straight out from the printer.

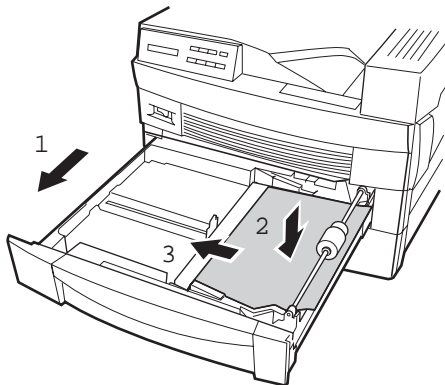


- 3 Close the side door.

In the Multipurpose Tray

- 1 Slide open the multipurpose tray.
- 2 Press down on the media lifting plate located inside of the multipurpose tray.

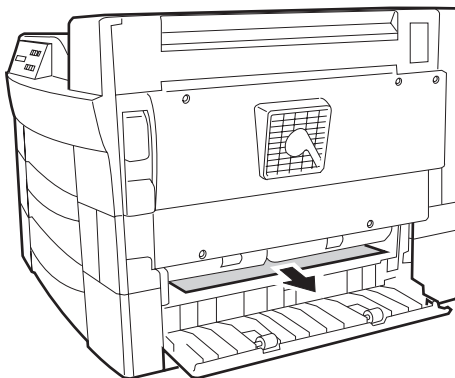
- 3 Remove the misfed media by pulling it straight out from the tray.



- 4 Shut the multipurpose tray.

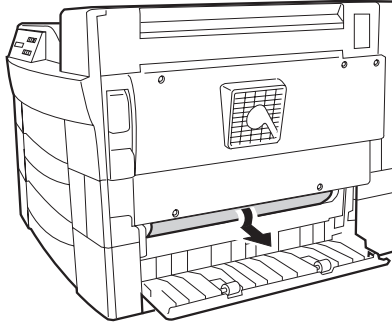
In the Main Tray, Optional Trays, or LCT

- 1 Open the tray side door.
- 2 If possible, remove the misfed media by pulling it straight out from the tray.

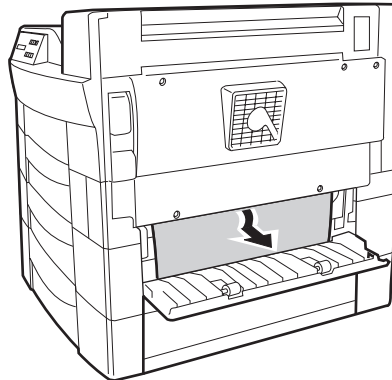


Media Jams

- 3 If the media jam occurs as shown below, pull the upper edge of the misfed media out from the printer, and remove the misfed media by pulling it straight out from the tray.



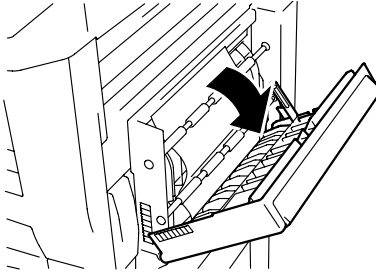
- 4 If the media jam occurs in the vertical transport area, pull the upper edge of the misfed media out from the printer, and remove the misfed media by pulling it straight out from the tray.



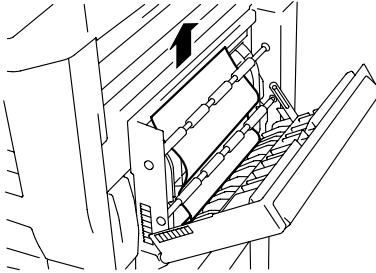
- 5 Shut the tray side door.
- 6 Open the tray, and remove any misfed media.
- 7 Close the tray.

In the Duplex Unit

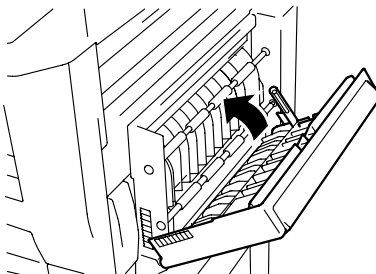
- 1 Open the duplex unit.



- 2 Slowly pull out the media.

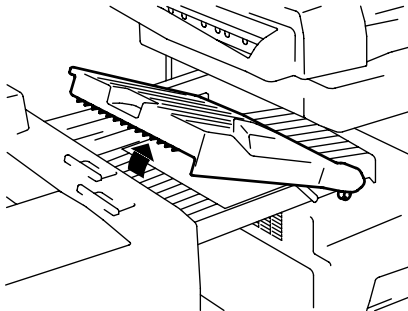


- 3 Close the duplex unit.

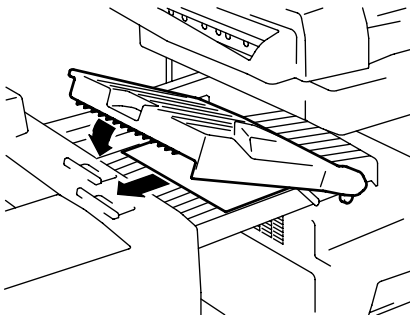


In the Stacker/Stapler/Hole Punch or Mailbox/Stapler/Hole Punch

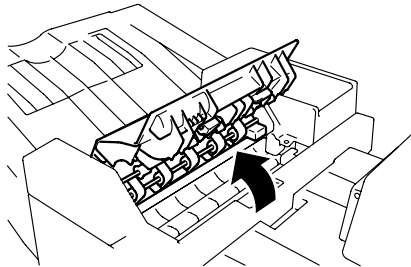
- 1 Open the horizontal transport cover.



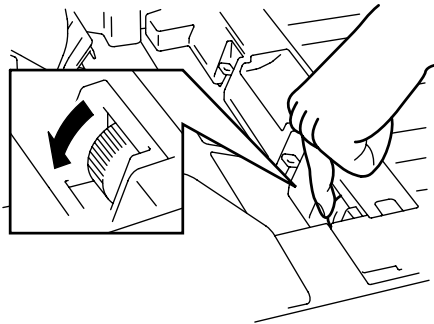
- 2 Remove the media, and close the horizontal transport cover.



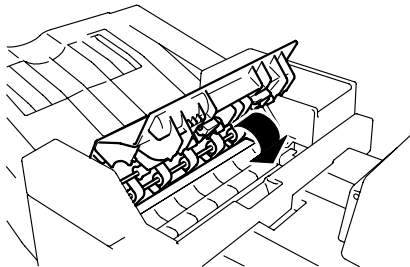
- 3 Open the misfeed clearing guide.



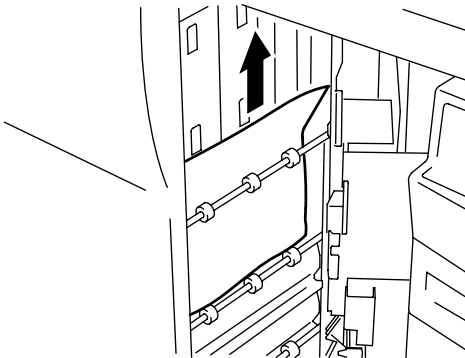
- 4 Remove the media.



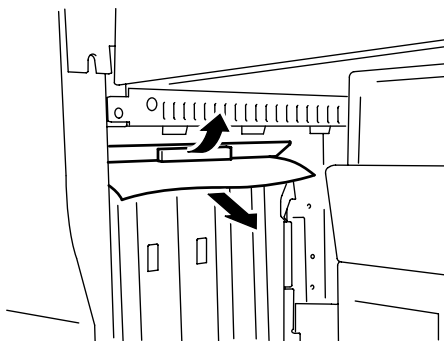
- 5 Close the misfeed clearing guide .



- 6 Open the misfeed clearing guide at the right side of the stacker/stapler/hole punch or mailbox/stapler/hole punch.



- 7 Raise the misfeed clearing guide and remove the media.



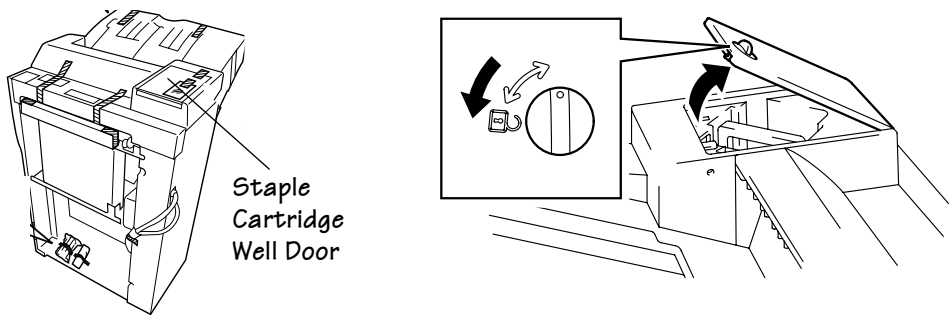
- 8 Close the misfeed clearing guide.

Stapling Problems

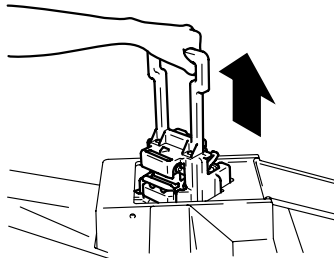
Clearing a Staple Misfeed

- 1 Press the knob on the stapler unit well door to open the door.

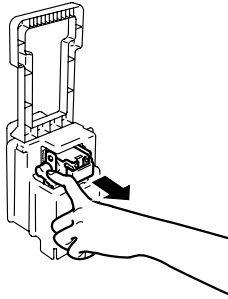
The well door is located on the upper-right side of the stacker/stapler/hole punch or mailbox/stapler/hole punch.



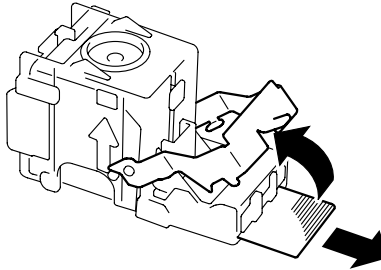
- 2 Pull the stapler unit out of the well.



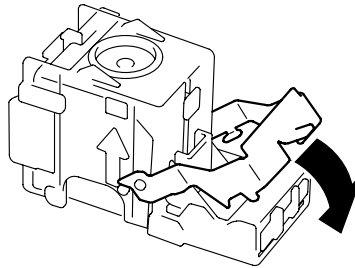
- 3 Using the green handles, pull out the staple cartridge.



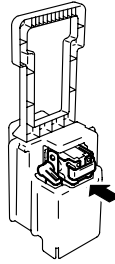
- 4 Push up the guide of the staple cartridge and pull out one staple sheet.



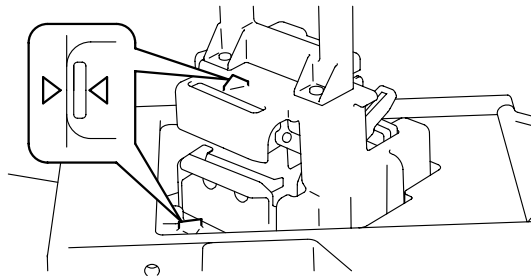
- 5 Return the guide back to its original position.



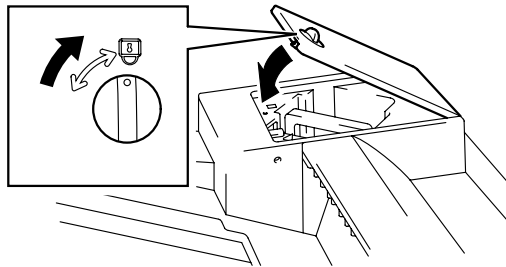
- 6 Insert the staple cartridge into the stapler unit until it clicks into place.



- 7 Align the arrows and firmly push the stapler unit down into the well.



- 8 Press and turn the knob to lock the cover.

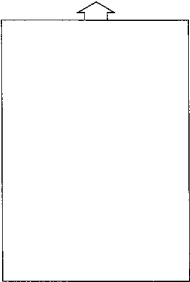



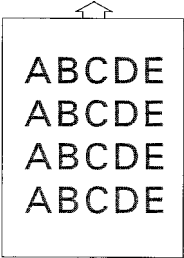
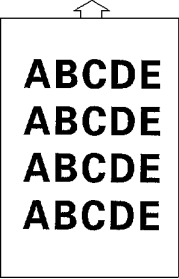
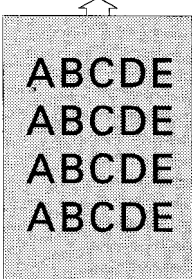
Identifying Staple Location

The stacker/stapler/hole punch and mailbox/stapler/hole punch provide only one staple position—the upper-left corner of most media sizes. However, because of the way media is fed through the printer, A3, legal, ledger (11x17) print jobs are stapled in either the upper-right or bottom-left corner.

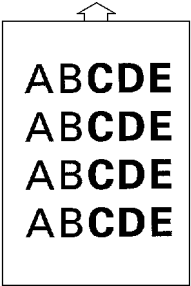
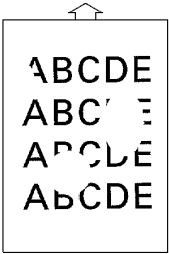
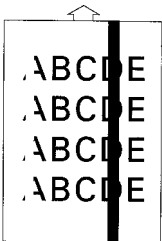
Print Quality Problems

The following chart provides information on most print quality problems you might encounter. If the advice provided here does not solve your problem, refer to appendix A, "Customer Support."

Symptom	Cause	Action
<div>Blank pages</div> <div></div>	The toner cartridge may be defective.	Remove the toner cartridge, and check it for damage. Replace the toner cartridge if necessary.
<div>Black pages</div> <div></div>	The toner cartridge may be defective.	Remove the toner cartridge and check it for damage. Replace the toner cartridge if necessary.
	Your printer may require servicing.	Contact your vendor.

Symptom	Cause	Action
Printout too light 	The Toner Saver setting in the printer driver may be On.	In the Print Menu/Print Quality dialog box, change the setting and try printing again.
	The Toner Saver setting in the configuration menu may be On.	In the Print/Print Quality menu, change the setting and try printing again.
	The toner cartridge may be running out of toner.	Remove the toner cartridge and shake it left and right a few times to distribute the remaining toner. If the problem persists, replace the toner cartridge.
	The toner cartridge may be defective.	Remove the toner cartridge and check it for damage. Replace the toner cartridge if necessary.
	The Toner Density setting in the configuration menu may not be set properly.	In the Print/Toner Density menu, adjust the toner density setting to a desired level.
Printout too dark 	The toner cartridge may be defective.	Remove the toner cartridge, and check it for damage. Replace the toner cartridge if necessary.
	The Toner Density setting in the configuration menu may not be properly.	In the Print/Toner Density menu, adjust the toner density setting to a desired level.
Blurred background 	The toner cartridge may be defective.	Remove the toner cartridge, and check it for damage. Replace the toner cartridge if necessary.

**Print Quality
Problems**

Symptom	Cause	Action
Uneven toner density 	The toner may be unevenly distributed inside the toner cartridge.	Remove the toner cartridge and shake it left and right a few times to distribute remaining toner.
	The toner cartridge may be defective.	Remove the toner cartridge and check it for damage. Replace the toner cartridge if necessary.
	The image transfer roller may be defective.	Remove the image transfer roller and check it for damage. Replace the image transfer roller if necessary.
Irregularities 	The media may have absorbed some moisture due to high humidity or direct contact with water.	Since toner will not adhere well to wet media, replace the media you're using with dry media, and try printing again.
White or black line 	The toner cartridge may be defective.	Remove the cartridge and check it for damage. Replace cartridge if necessary.

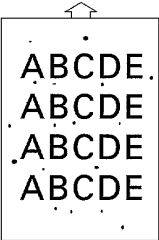
Symptom	Cause	Action
Toner smudges 	The toner may be unevenly distributed inside the toner cartridge.	Remove the toner cartridge and rock it left and right a few times to distribute remaining toner.
	The toner cartridge may be defective.	Remove the toner cartridge and check it for damage. Replace the cartridge if necessary.
	Smudges on the back of the media indicate a dirty paper feed roller.	Remove the paper feed roller and check it for debris. Replace the paper feed roller with a new one if necessary.
	If you've just printed multiple copies of high-coverage areas, the media path may need cleaning.	"Print" a couple of blank pages after every couple of high-coverage pages to clean the media path.

Image Shift Problems

The following situations may cause documents to be printed out of place (too far to the right/left or too high/low) on the page:

Situation	Solution
Documents are printed using the incorrect size of media.	Load the correct size of media and try again.
The surface of the feed roller becomes worn.	Replace the feed roller.
The margin settings of the specified tray need to be adjusted.	Adjust the top and/or left offset value(s). Adjusting the Top Margin or Adjusting the Left Margin.

No Output

If your document doesn't print at all, there may be a communications problem between the printer and your computer. Check the following points to see if you can correct the problem. If problems persist, contact your vendor.

- Are you using the correct type of printer cable?

Save the data you are trying to print and close all the applications open on your computer. Next, reset your computer to send a break signal to the printer.

- » **Note:** *If your computer supports IEEE 1284 bidirectional parallel communication, you need an IEEE 1284 bidirectional parallel cable (IEEE 1284 is indicated on the cable). This cable must be 6.5 feet/2 meters or less in length. If your computer supports only Centronics parallel unidirectional communication, you may use either a Centronics parallel cable (unmarked on cable) or an IEEE 1284 bidirectional parallel cable (IEEE 1284 is indicated on the cable). However, we recommend an IEEE 1284 cable. The IEEE 1284 cable must be 6.5 feet/2 meters or less in length while the Centronics cable may be longer.*

- Are your computer's communication port settings correct?

Refer to the documentation that comes with your computer and check if its current communications port settings are correct.

Printer Message Types

Four different types of messages may appear in the control panel message window.

Type of Message	Description
Standard Status	Displays the current status of the printer and print log.
Caution	Displays whenever the printer detects an error that is not serious enough to cause the printer to stop printing. You can continue to print and perform any other printer operation.
Operator Call	Displays when the printer stops processing and goes offline. Information that tells you when or how to resume printing is also displayed.
Service Technician Call	Displays when the printer detects a mechanical problem that requires service by an authorized service technician. Contact your vendor if the problem persists.

Printer Message List

Standard Status Messages

Message	Description
CANCELLING...	Printer is cancelling the job. After the job has been cancelled, the printer is automatically ready to print.
DATA RECEIVED	Printer has received data and is processing it.
ENERGY SAVER	Printer is in a reduced energy consumption mode.
OFFLINE	Printer is offline.
PRINTING...	Printer is printing.
PROCESSING <i>N</i> OF <i>M</i>	Printer is processing copy # <i>N</i> of a total of <i>M</i> copy jobs.
READY	Printer is online.
RECEIVING DATA	Print is receiving data.
WARMING UP...	Warming up.

Caution Messages

Message	Description	Action
ADJUST STAPLE REQUEST	Stapling has been enabled.	Make sure the staple cartridge is installed.
BIN 1 FULL	Output bin 1 is full of printed media.	Remove the media from Bin 1.
BIN 2 FULL	Output bin 2 is full of printed media.	Remove the media from Bin 2.
BIN 3 FULL	Output bin 3 is full of printed media.	Remove the media from Bin 3.
BIN 4 FULL	Output bin 4 is full of printed media.	Remove the media from Bin 4.
BIN 5 FULL	Output bin 5 is full of printed media.	Remove the media from Bin 5.
BIN 6 FULL	Output bin 6 is full of printed media.	Remove the media from Bin 6.
BIN 7 FULL	Output bin 7 is full of printed media.	Remove the media from Bin 7.
BIN 8 FULL	Output bin 8 is full of printed media.	Remove the media from Bin 8.
BIN 9 FULL	Output bin 9 is full of printed media.	Remove the media from Bin 9.
BIN 10 FULL	Output bin 10 is full of printed media.	Remove the media from Bin 10.
FINISHER BIN FULL	The stacker/stapler/hole punch or mailbox/ stapler/hole punch bin is full of media.	Remove media from the bin.
INITIALIZING NIC	The NIC is initializing.	No action necessary.
LOW PAPER LCC	The 2,500-sheet LCT is almost out of media.	Load more media in the LCT.
LOW PAPER MAIN TRAY	The main tray is almost out of media.	Load more media in the tray.
LOW PAPER MP TRAY	The multipurpose tray is almost out of media.	Load more media in the tray.
LOW PAPER OPT. TRAY 1	Optional tray 1 is almost out of media.	Load more media in the tray.

Message	Description	Action
LOW PAPER OPT. TRAY 2	Optional tray 2 is almost out of media.	Load more media in the tray.
LOW PAPER OPT. TRAY 3	Optional tray 3 is almost out of media.	Load more media in the tray.
LOW TONER	The toner is low, but printing is possible.	Prepare a new toner cartridge.
NIC ERROR	There is an error in the NIC (network interface).	Reboot the printer, and try again.
NIC FAULT	There is an error in the NIC (network interface).	Reboot the printer, and try again.
NIC INIT FAILED	The NIC (network interface) failed to initialize.	Reboot the printer, and try again.
NIC NOT READY	The NIC (network interface) is not operational	Reboot the printer, and try again.
NIC RESETTING	The NIC (network interface) is resetting to its factory default.	Reset the IP, Gateway, and Subnet Mask addresses.
PAPER OUT MAIN TRAY	The main tray is empty.	Load more media in the tray.
PAPER OUT MP TRAY	The multipurpose tray is empty.	Load more media in the tray.
PAPER OUT OPT. TRAY 1	Optional tray 1 is empty.	Load more media in the tray.
PAPER OUT OPT. TRAY 2	Optional tray 2 is empty.	Load more media in the tray.
PAPER OUT OPT. TRAY 3	Optional tray 3 is empty.	Load more media in the tray.
PAPER OUT LCC	The 2500-sheet LCT is empty.	Load more media in the LCT.
STAPLER EMPTY	The staple cartridge is empty.	Load a new staple cartridge.
STAPLE MISSING	The staple unit has been taken out.	Put the staple unit back in its well.
TOP BIN FULL	The top output bin is full of media.	Remove the media from the top bin.
UPDATING NIC FLASH	The FLASH is updating.	Reset the IP, Gateway, and Subnet Mask addresses.

Operator Call Messages

- » **Note:** *If you clear a media jam and the message is still displayed, open and close the appropriate part of the printer that is being displayed as "jammed" to eliminate the message.*

Message	Description	Action
COVER OPEN DUPLEX COVER	The cover of the duplex unit is open.	Close the cover.
COVER OPEN FINISHER 1ST BIN	The stacker/stapler/hole punch or mailbox/stapler/hole punch first tray cover is open.	Close the cover.
COVER OPEN FINISHER EJECT SECTION	The stacker/stapler/hole punch or mailbox/stapler/hole punch cover is open.	Close the cover.
COVER OPEN FINISHER OUT OF POSITION	The optional transport cover is open.	Close the cover.
COVER OPEN FINISHING BOX COVER	The stacker/stapler/hole punch or mailbox/stapler/hole punch cover is open.	Close the cover.
COVER OPEN HORIZONTAL TRANSPORT COVER	The horizontal transport cover is open	Close the cover.
COVER OPEN LCC FEED COVER	The 2500-sheet LCT feed cover is open.	Close the cover.
COVER OPEN MAIN TRAY FEED COVER	The main tray feed cover is open.	Close the cover.
COVER OPEN OPTIONAL TRAY 1 FEED COVER	The optional tray 1 feed cover is open.	Close the cover.
COVER OPEN OPTIONAL TRAY 2 FEED COVER	The optional tray 2 feed cover is open.	Close the cover.
COVER OPEN OPTIONAL TRAY 3 FEED COVER	The optional tray 3 feed cover is open.	Close the cover.

Message	Description	Action
COVER OPEN SIDE COVER	The side cover is open.	Close the cover.
COVER OPEN STAPLE COVER	The staple well cover is open	Close the cover.
COVER OPEN TONER COVER	The toner cartridge cover is open.	Close the cover.
I/C MISSING	The toner cartridge is missing.	Install a toner cartridge.
JAM DRUM AREA	A media jam has occurred near the toner cartridge.	Clear the media jam by opening the side cover.
JAM DUPLEX FEEDBACK SECTION	A media jam has occurred in the duplex unit.	Clear the media jam by opening the duplex cover.
JAM DUPLEX FEEDER SECTION	A media jam has occurred in the duplex unit.	Clear the media jam by opening the duplex cover.
JAM EJECTION SECTION	A media jam has occurred as the media was being ejected from the the 5-bin mailbox, the 10-bin mailbox, the mailbox/stapler/hole punch, or the stacker/stapler/hole punch.	Clear the media jam.
JAM FINISHING TRAY EJECTION	A media jam has occurred near the output bin.	Clear the media jam.
JAM FUSER SECTION	A media jam has occurred near the fuser.	Clear the media jam by opening the side cover.
JAM HORIZONTAL TRANSPORT SECTION	A media jam has occurred in the 10-bin mailbox or mailbox/stapler/hole/punch.	Clear the media jam by opening the horizontal transport unit cover.
JAM LCC CARRY	A media jam has occurred in the 2500-sheet LCT front cover.	Clear the media jam in the LCT.
JAM LCC FEEDER	A media jam has occurred in the 2500-sheet LCT.	Clear the media jam by opening the LCT feed cover.
JAM 1ST FEEDER SECTION	A media jam has occurred in the main tray.	Clear the media jam by opening the first feed cover.
JAM 2ND FEEDER SECTION	A media jam has occurred in Optional tray 1.	Clear the media jam by opening the second feeder cover.

Printer Message List

Message	Description	Action
JAM 3RD FEEDER SECTION	A media jam has occurred in Optional tray 2.	Clear the media jam by opening the third feeder cover.
JAM 4TH FEEDER SECTION	A media jam has occurred in the fourth feeder cover.	Clear the media jam by opening the fourth feeder cover.
JAM MP FEEDER SECTION	A media jam has occurred in the multipurpose tray.	Clear the media jam by opening the side cover.
JAM STAPLER	A staple jam has occurred in the stacker/stapler/hole punch or mailbox/stapler/hole punch staple unit.	Clear the staple jam in the staple unit.
JAM TRANSPORT SECTION	A media jam has occurred in the 5-bin mailbox.	Clear the media jam by opening the eject option cover.
JAM VERTICAL TRANSPORT SECTION	A media jam has occurred in the transport section.	Clear the media jam by opening the first, second, third, or fourth feeder cover.
LOAD MAIN TRAY	The main tray is waiting for media to be loaded	Load more media in the tray.
LOAD MP TRAY	The multipurpose tray is waiting for media to be loaded	Load more media in the tray.
LOAD OPT TRAY 1	Optional tray 1 is waiting for media to be loaded	Load more media in the tray.
LOAD OPT TRAY	Optional tray 2 is waiting for media to be loaded	Load more media in the tray.
LOAD OPT TRAY 3/LCC	Optional tray 3 or the LCT is waiting for media to be loaded	Load more media in the tray or LCT.
LOAD PAPER	The printer is waiting for media to be loaded	Load more media in the tray.
NO TONER	The toner cartridge is missing.	Install a toner cartridge
TONER EMPTY	The toner cartridge is empty.	Install a new toner cartridge.

Service Technician Call Messages

If one of the messages below is displayed, turn the printer on and off again. If the problem persists, contact your vendor.

Message	Cause
FATAL ERROR ARRANGEMENT BAR DRIVE ERROR	Bar drive error.
FATAL ERROR COMMUNICATION ERROR	Communication error.
FATAL ERROR DRIVE ERROR IN MOVABLE GUIDE	Media guide error.
FATAL ERROR EEPROM ERROR	EEPROM error.
FATAL ERROR ELEVATE TRAY DRIVE ERROR	Stacker/stapler/hole punch or mailbox/stapler/ hole punch drive error.
FATAL ERROR ERROR IN OPTION IF COMMUNICATION	Communication error.
FATAL ERROR ERROR IN POLYGONAL MIRROR MOTOR	Motor error.
FATAL ERROR FINISHING TRAY DRIVE ERROR	Stacker/stapler/hole punch or mailbox/stapler/ hole punch drive error.
FATAL ERROR FUSER OVERHEAT	Fuser error.
FATAL ERROR FUSER TEMPERATURE LOW	Fuser error.
FATAL ERROR FUSER WARMUP ERROR	Fuser error.
FATAL ERROR HORIZONTAL TRANSPORT DRIVE ERROR	Horizontal transport guide drive error.
FATAL ERROR HSYNC DETECT ABNORMAL	HSYNC error from engine.
FATAL ERROR IC FUSE CUT ERROR	IC fuse error.
FATAL ERROR IC MOTOR ERROR	IC motor error.

Printer Message List

Message	Cause
FATAL ERROR INTERNAL FAN ABNORMAL	Printer engine fan error.
FATAL ERROR LCC LIFT MOTOR ERROR	LCT motor error.
FATAL ERROR LCC LIFTER 1 LIMIT ERROR	LCT error.
FATAL ERROR LCC LIFTER 2 LIMIT ERROR	LCT error.
FATAL ERROR LCC TRANSPORT MOTOR ERROR	LCT motor error.
FATAL ERROR LCC COMMUNICATION ERROR	LCT communication error.
FATAL ERROR MAIN MOTOR ERROR	Main motor error.
FATAL ERROR POWER FAN ABNORMAL	Power fan error.
FATAL ERROR SHIFT ERROR	Shift error.
FATAL ERROR SHIFT PLATE DRIVE ERROR	Shift plate drive error.
FATAL ERROR STAPLER DRIVE ERROR	Stapler error.
FATAL ERROR SUPPORTING TRAY DRIVE ERROR	Tray drive error.
FATAL ERROR TRANSPORT DRIVE ERROR	Transport drive error.

Uninstalling a Printer Driver

The 2560 Print System Windows printer driver is delivered with an uninstaller program. This program removes previously installed driver files and updates appropriate configuration files. For more information on printer drivers, see chapter 5, “Installing and Using Print Utilities,” of the *Getting Started* manual.

Windows 95/98

- 1 Select Start>Settings>Printers.**
- 2 Select the driver to be uninstalled.**
- 3 Select Menu>Files>Uninstall.**
- 4 The uninstaller program removes all driver files and updates Registry settings.**

Files you created will not be removed (for example, overlay files).

Windows NT 4.0

- 1 Select Start>Control Panel.**
- 2 Select Add/Remove Programs.**
- 3 Select the driver name to be uninstalled.**
- 4 Choose the Add/Remove button.**
- 5 The uninstall removes all driver files and updates Registry settings.**

Files that you created will not be removed (for example, overlay files).

- 6 Restart Windows NT 4.0.**

During the startup process, locked files will be removed.

Windows 3.1x

The uninstaller program does not remove drivers for Windows 3.1x. To remove a driver for Windows 3.1x, use the following instructions:

- 1 Under Control Panel, select Printers.**
- 2 Select the appropriate printer name.**
- 3 Select Remove.**
- 4 When prompted “Are you sure ..?” select Yes.**
- 5 Select Close when finished.**
- 6 Edit the C:\WINDOWS\WIN.INI file as follows:**

Under the [DRVLIBINTL] section, remove the following “key”:

QMS6.DRV = 001,,001:1,33,34,39,49

- 7 At the DOS prompt, remove the following file from the C:\WINDOWS directory:**

qms6.ini

- 5 At the DOS prompt, remove the following files from the C:\WINDOWS\SYSTEM directory:**

qms6.cmg
qms6.isd
qms6.itd
qms60001.hlp
qms60033.hlp
qms60034.hlp
qms60039.hlp
qms60049.hlp
qms6w.bid
qms6w.drv

- 8 Restart Windows 3.1x.**

During the startup process, locked files will be removed.



9

Repacking

In This Chapter . . .

- “About this Chapter” on page 9-2
 - “Remove Cables and Tray(s)” on page 9-3
 - “Remove Optional Input/Output Devices” on page 9-3
 - “Remove the Toner Cartridge” on page 9-3
 - “Repack the Printer” on page 9-4
-

About this Chapter

If you need to relocate or ship your printer after it's been installed, you must follow the procedures in this chapter to prevent damage to the printer and to keep your warranty valid.

- ◆ **Caution:** *We strongly recommend that the printer be repackaged by a trained QMS-Authorized Service Provider. QMS cannot be held responsible for damage to your printer during shipment that results from the improper packaging of your printer. You **must** use the instructions given in this section before repacking the printer in its original shipping carton with the original packing materials.*

If you need replacement packaging, in the US call QMS at 1 (334) 633-4300 extension 2530 and request catalog number 2600628-100.

*If you need to return the printer for service, in the US call QMS Customer Service at 1 (334) 633-4300 extension 1072 for an RMA (Return Merchandise Authorization) number **before** shipping the printer. In other countries, refer to appendix A, "QMS Customer Support," in any 2560 Print System manual.*

What's Involved?

Repacking your printer for shipment consists of four steps. Each is described in more detail in the following sections.

- 1 **Remove the cables and media tray(s).**
- 2 **Remove optional input and output devices.**
- 3 **Remove the toner cartridge.**
- 4 **Pack the printer for shipment.**

Remove Cables and Tray(s)

» **Note:** *If you're returning the printer for service, you don't need to return the power cable, interface cables, or media tray(s).*

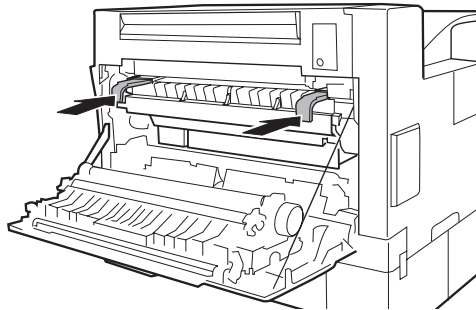
- 1 Turn off the printer.
- 2 Remove the power cable and all interface cables.
- 3 Remove the media trays(s) from the printer.

Remove Optional Input/Output Devices

- 1 Remove all optional input and output devices (such as the 500-sheet paper tray, LCT, mailbox/stacker/stapler, stacker/stapler/hole punch).
- 2 Repack them in their original shipping cartons.

Remove the Toner Cartridge

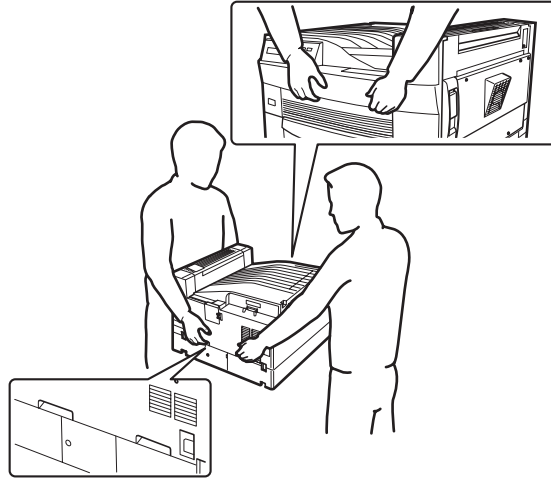
- 1 Pull the side-door release lever and open the side door.
- 2 Remove the toner cartridge, and repackage it in its original packaging.



» **Note:** *Use the green handles to pull out the toner cartridge. Pulling the middle of the cartridge may damage it.*

Repack the Printer

- 1 With another person's help, put the printer into the plastic bag, and place it into the base tray of the shipping carton.
- » **Note:** Carrying grips are located on the front and back of the printer.



- 2 Finish packing the printer for shipment.
- » **Note:** If you're also shipping the power cord and any manuals with the printer, place them in the carton, too. However, don't ship these items if you're returning the printer for service.
- 3 Ensure that the top of the carton is securely taped.
 - 4 Put shipping straps around the carton.



A

QMS Customer Support

In This Appendix . . .

- “Sources of Support” on page A-2
- “QMS World-wide Offices” on page A-4

Sources of Support

Several sources of help and information are available, depending on the type of help you need.

Your Vendor

Your local vendor (the one from whom you bought the printer) may be best equipped to help you. Your vendor has specially trained service technicians available to answer questions, and the equipment to analyze your printer problems.

Your Application Vendor

Often, “printing” problems have more to do with the application being used than with the printer. In this case, the application manufacturer is the best source of help.

Internet

Corporate Web Page

You can view the QMS home page at <http://www.qms.com>. The QMS server provides access to technical reports, new product announcements, a trade show schedule, and other general information about QMS. The QMS ftp resource is <ftp.qms.com>.

2560 Print System Answer Base

The QMS Answer Base is a free interactive online technical support system for the 2560 Print System. It answers common questions and provides diagnostic advice—24 hours a day, 7 days a week. To access the Answer Base, go to <http://www.qms.com/support>, and then select Answer Base.

The Answer Base helps you locate the information you need by asking you questions. In fact, it can provide results even when you don't quite know what to ask for or how to find it.

Use the Answer Base before contacting technical support—you will likely find the answer to your question. However, if the answer is not available, you will be provided with specific contact information to help solve your problem.

Technical Support

You obtain technical support in four different ways:

- **Telephone**—Call toll-free (877) 778-2687 (US) Monday–Friday, 7:00 am–7:00 pm, Central Time.
- » **Note:** *Please have the following information ready when you call so our technicians can help you more quickly:*
 - ☑ The printer model and serial number
 - ☑ Your phone number, fax number, email address, and shipping address
 - ☑ A description of the problem
 - ☑ The type of host computer you're using
 - ☑ The type and version of operating system you're using
 - ☑ The interface you're using, and, if serial, the protocol (for example, XON/XOFF)
 - ☑ The application and version you're using
 - ☑ The emulation of the file you're trying to print (listed on both the status and startup pages)
 - ☑ An advanced status page or startup page, if you can print one
- **Email**—Email questions to support@qms.com.
- **Fax**—Fax questions to (303) 939–2398 (Attention: QMS Support). Provide the same information as listed above, and indicate whether you would like a faxed or a phoned reply.
- **Internet**—Access the Support area of the QMS web site at <http://www.qms.com/support> and then select Answer Base (the dancing sun icon) to access the interactive online technical support system or select SupportMail to send a question directly.

QMS World-wide Offices

QMS United States and Latin America

General Contact

Telephone	1 (334) 633-4300
Answer Base	http://www.qms.com/support , then click on Answer Base
Fax	1 (334) 633-4866
Email	info@qms.com
Internet	http://www.qms.com/usa.html
Product Registration	http://www.qms.com/support/prodreg

Information on QMS products, supplies, and accessories, and on the authorized QMS remarketer or service provider nearest you

1 (800) 523-2696

Font & Form Center	1 (334) 634-4FONT
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Latin America

Fax	1 (334) 639-3347
Internet	http://www.qms.com/Spanish/Latin_America.htm

Service

Service Information, Installation, and Maintenance Pricing

	1 (800) 858-1597	24 hrs. (closed on national holidays)
On-Site Service and Depot Repair	1 (800) 858-1597	24 hrs. (closed on national holidays)
Spare Parts Ordering and Information	1 (334) 633-4300 x2530	8:00 am-5:00 pm Central Time
Email	service@qms.com	
Internet	http://www.qms.com/service , then click on Place A Call	
	http://www.qms.com/service , then click on Custom Service Quote	

Technical Support

Telephone	1 (877) 778-2687 (toll-free)	7:00 am-7:00 pm Central Time
Email	support@qms.com	
Fax	1 (303) 939-2398 (Attention: QMS Support)	
Internet	http://www.qms.com/support , then click on SupportMail	

QMS Canada

General Contact

Telephone	1 (905) 206-0848
Fax	1 (905) 206-0903
Internet	http://www.qms.com/usa.html

Service

Service Information, Installation, and Maintenance Pricing

1 (800) 858-1597	24 hrs. (closed on national holidays)
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On-Site Service and Depot Repair

1 (800) 858-1597	24 hrs. (closed on national holidays)
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Spare Parts Ordering and Information

1 (334) 633-4300 x2530	8:00 am-5:00 pm Central Time
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Email service@qms.com

Internet <http://www.qms.com/service>, then click on Place A Call
<http://www.qms.com/service>, then click on Custom Service Quote

Technical Support

Fax=	1 (303) 939-2398 (Attention: QMS Support)
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QMS Japan

General Contact

Telephone	(+81)-3 3779-9600
Fax	(+81)-3 3779-9650
Internet	http://www.qmsj.co.jp
Technical Support=	(+81)-3 3444-9865 10:00 am-noon, 1:00 pm-5:00 pm

QMS EMEA

QMS Australia

Anitech
Sydney Business & Tech. Centre
52/2 Railway Parade
2141 Lidcombe NSW
Australia

Telephone	(+61) 2-9901 3235
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Fax	(+61) 2-9901 3273
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Helpdesk

Email	helpdesk@qms.nl
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Internet	http://www.qmsaus.com.au
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**QMS World-wide
Offices**

QMS Benelux Belgium, Netherlands, and all unlisted countries	<p>Planetenbaan 60 'Corner Plaza' 3606 AK Maarssen The Netherlands</p> <p>Telephone (+31) 346-551333 Fax, Benelux (+31) 346-550170 Fax, EMEA +31 30 241 2517</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Telephone, Belgium 0800 76 77 87 76 Telephone, The Netherlands 0800 022 65 50 Internet http://www.qms.nl</p>
QMS France	<p>Vélizy Plus 1 Bis, Rue du Petit Clamart 78142 Vélizy Cedex France</p> <p>Telephone (+33) 1-410 79 393 Email info@qms.fr Fax, EMEA +31 30 241 2517 Fax, France (+33) 1-408 30 110</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info http://www.qms.fr, then click on F.A.Q. Telephone 800 76 77 87 76 Internet http://www.qms.fr</p>
QMS GmbH Germany and Austria	<p>Gustav Heinemann Ring 212 D-81739 Munich Germany</p> <p>Telephone (+49) 89 63 02 67 0 Fax, EMEA +31 30 241 2517 Fax, GmbH (+49) 89 63 02 67 67</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Telephone, Austria 0800 292 289 Telephone, Germany 0800 182 94 13 Internet http://www.qms.nl</p>

QMS Italy	<p>Via della Repubblica 56 43100 Parma Italy</p> <p>Telephone (+39) 52–1231 998 Fax, EMEA +31 30 241 2517 Fax, Italy (+39) 52–1232 902</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Telephone 052 2934 189 Internet http://www.qms.nl</p>
QMS Nordic Sweden, Finland, Norway, and Denmark	<p>Arenavägen 41, 6th floor 121 77 Johanneshov Sweden</p> <p>Telephone (+46) 8–600 01 30 Fax, EMEA +31 30 241 2517 Fax, Nordic (+46) 8–600 01 33</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Internet http://www.qms.nl</p>
QMS South Africa	<p>Saskay House Unit 24 Sunninghill Business Park Peltier Road, Sunninghill, Johannesburg Republic of South Africa</p> <p>Telephone (+27) 11–807 6957 Fax, EMEA +31 30 241 2517 Fax, South Africa (+27) 11–807 6960</p> <p>Helpdesk Email helpdesk@qms.nl Internet http://www.qms.nl/q_info Internet http://www.qms.nl</p>

**QMS World-wide
Offices**

QMS UK United Kingdom and Ireland	Old Bridge House, The Hythe Staines, Middlesex TW18 3JF United Kingdom	
	Telephone	(+44) 1784-442255
	Fax, EMEA	+31 30 241 2517
	Fax, UK	(+44) 1784-461641
	Helpdesk	
	Email	helpdesk@qms.nl
	Internet	http://www.qms.nl/q_info
	Telephone, Ireland	1800 55 31 11
	Telephone, UK	0800 96 40 92
	Internet	http://www.qms.nl



B

Notices

In This Appendix . . .

- “Manual Notice” on page B-2
 - “FCC Compliance Statement” on page B-2
 - “Canadian Users Notice” on page B-3
 - “Laser Safety” on page B-3
 - “International Notices” on page B-3
-

Manual Notice

QMS, Inc. reserves the right to make changes to this manual and to the equipment described herein without notice. Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. **However, QMS, Inc. makes no warranty of any kind including, but not limited to, any implied warranties of merchantability and fitness for a particular purpose with regard to this manual.**

QMS, Inc. assumes no responsibility for, or liability for, errors contained in this manual or for incidental, special, or consequential damages arising out of the furnishing of this manual, or the use of this manual in operating the equipment, or in connection with the performance of the equipment when so operated.

FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

- ◆ **Caution:** *Any modifications or changes to this product not expressly approved in writing by the manufacturer responsible for compliance to Federal Regulations could void the user's authority to operate this product within the Laws and Regulations of the Federal Communications Commission.*

Canadian Users Notice

This Class A digital apparatus complies with the Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Laser Safety

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the printer does not produce hazardous laser radiation.

Since radiation emitted inside the printer is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

International Notices

Power Cord

The following power cord requirements are in effect for the 220 V 2560 Print System.:

Minimum 0.75 mm²

Minimum H05 VV - F

- The male plug is certified in the country in which the equipment is to be installed, and the female plug is an IEC 320 connector.

» **Note:** *In compliance with UL guidelines, "The appliance inlet is considered to be the main disconnect device. A socket-outlet shall be installed near the equipment and shall be easily accessible."*

Electromagnetic Interference

⚡ **WARNING!** *This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.*

ACHTUNG! *Dies ist ein Klasse A Produkt. In geschlossenen Räumen kann dieses Produkt Interferenzen erzeugen. Bitte beachten Sie in diesem Fall entsprechende Vorsichtsmaßnahmen.*



C

Specifications

In This Appendix . . .

- “Printer Engine” on page C-2
- “Controller” on page C-3
- “Cable Pinouts” on page C-4
- “Options” on page C-5

Printer Engine

Type	Desktop laser beam printer Console laser beam printer
Print system	Electrostatic dry powder imaging system
Exposure system	Laser diode + polygon mirror scanning
Resolution	600 x 600 dpi 1200 x 1200 dpi
Print speed	25 pages per minute
First print	One sided: within 11.0 seconds (Letter or A4) Double sided: within 18.8 seconds (Letter or A4)
Paper sizes	Letter, Legal, Ledger, Executive, A4, A5, A3, JIS B4, JIS B5, DL Envelope, C5 Envelope, B5 Envelope, Com 10 Envelope, Custom Size
Media	Plain paper, Recycled paper, Transparencies; Envelopes; Thick paper, Postcard; Label
Paper feeding	Standard: Multipurpose tray Main tray Optional: 500-sheet paper feed tray 2500-sheet tray (LCT)
Input capacity	Standard: Multipurpose tray—250 sheets Main tray—500 sheets Optional: 500-sheet paper feed unit—500 sheets 2500 sheet tray (LCT)—2500 sheets
Output capacity	500 sheets (face down)
Warm-up time	60 seconds or less (120 V $\pm 10\%$)
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15 to 85%
Power consumption	1050 W or less (120 V $\pm 10\%$)

Amperage	11 A or less (120 V \pm 10%)
Machine life	500,000 prints or five years
Imaging cartridge life	15,000 prints min. (black-to-white ratio of 5% or less)
Power supply	120 V, 60 Hz
Acoustic noise	55 dB(A) max. (operating); 38 dB(A) max. (power saving mode)
External dimensions	Height: 16.75" (428 mm) Width: 21" (535 mm) Depth: 21.5" (543 mm)
Weight	Approximately 66 lb (32 kg)

Controller

Fonts	177 resident PostScript fonts that can be scaled from 4 points upward and rotated to any angle in 1° increments; all typefaces have multilingual character sets 80 resident scalable PCL fonts
Interfaces	Centronics/IEEE 1284 bidirectional parallel Ethernet 10BaseT/100BaseTX RS-232 serial interface
Memory	8 or 32 MB RAM standard (depending on your system), upgradable to 192 MB (through 3 SIMM connectors) 8 MB System Flash ROM, containing the system software and fonts
Languages	English, French, Italian, German, Spanish, and Portuguese
Processor	80 MHz IBM PowerPC 403GCX processor
Flash SIMM	8, 16, 32 MB optional

Cable Pinouts

This table gives the pinouts for the printer end of the Centronics/IEEE1284 parallel cable used to connect your printer to a computer.

Signal Pin No.	Signal Description	Direction
1	Strobe	In
2	Data 1	InOut
3	Data 2	InOut
4	Data 3	InOut
5	Data 4	InOut
6	Data 5	InOut
7	Data 6	InOut
8	Data 7	InOut
9	Data 8	InOut
10	Acnlg-	Out
11	Busy+	Out
12	Pe+	Out
13	Select	Out
14	Autofeed	-
15	Reserved	-
16	Ground	-
17	Ground	-
18	Vcc test	-
19-30	lprime	-
31	Fault	In
32	Reserved	Out
33	Reserved	-
34	Reserved	-
35	Reserved	-
36	Selectin	In

Options

500-Sheet Paper Tray

Paper feeding system	One-way system (multi-feed tray)
Paper types	Ordinary plain paper Recycled paper
Paper size	Letter, Legal, Executive, Ledger (11" x 17"), A4, A3, A5, JIS B4, JIS B5
Tray capacity	Up to 500 sheets (plain and recycled paper)
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15% to 85%
Power Supply	Supplied from printer
Dimensions	Height: 5" (127.5 mm) Width: 21" (535 mm) Depth: 21.5" (543 mm)
Weight	15.75 lb (6.9 kg)

2500-Sheet LCT

Paper feeding system	One-way system
Paper types	Ordinary plain paper Recycled paper
Paper size	Letter/A4/Government Letter
Tray capacity	Up to 2500 sheets (plain and recycled paper)
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15% to 85%
Power Supply	Supplied from printer
Dimensions	Height: 11.25" (284 mm) Width: 21" (535 mm) Depth: 21.5" (543 mm)
Weight	36.75 lb (16.7 kg)

Duplex Unit

Paper feeding system	One-way system
Paper types	Ordinary plain paper Recycled paper
Paper size	Letter, Legal, Executive, A4, A3, A5, JIS B4, JIS B5, 5.5"x8.5 to 11"x17"
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15% to 85%
Power Supply	Supplied from printer
Dimensions	Height: 10" (255 mm) Width: 2.25" (55 mm) Depth: 16.25" (411 mm)
Weight	4.5 lb (2 kg)

5-bin Mailbox

Paper feeding system	One-way system
Paper types	Ordinary plain paper Recycled paper
Paper size	Letter, Legal, Executive, A4, A3, A5, JIS B4, JIS B5, 5.5"x8.5 to 11"x17"
Capacity	1st Bin: Up to 250 sheets (plain/recycled paper) Up to 10 sheets (transparency, thick paper, and envelope) 2nd–4th Bins: Up to 50 sheets (plain/recycled paper) 5th Bin: Up to 100 sheets (plain/recycled paper)
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15% to 85%
Power Supply	Supplied from printer
Dimensions	Height: 14.5" (368 mm) Width: 19.25" (488 mm) Depth: 21.5" (543 mm)
Weight	21.5 lb. (9.6 kg)

10-bin Mailbox

Paper feeding system	One-way system
Paper types	Ordinary plain paper Recycled paper
Paper size	Letter, Legal, Executive, A4, A3, A5, JIS B4, JIS B5, 5 1/2" x 8 1/2 to 11" x 17"
Capacity	1st Bin: Up to 200 sheets (plain/recycled paper) Up to 10 sheets (transparency, thick paper, and envelope) 2nd–10th Bins: Up to 200 sheets (plain/recycled paper)
Operating temperature	10° to 35°C 50°-95°F
Operating humidity	15% to 85%
Power Supply	Supplied from printer
Dimensions	Height: 34" (863 mm) Width: 19" (480 mm) Depth: 20.25" (512 mm)
Weight	48.5 lb (28 kg)

Stacker/Stapler/Hole Punch

Types of Trays	Top Offset Tray, Elevator Tray	
Modes	Non-Sort Mode, Sort Mode, Group Mode, Staple Mode, Hole Punch Mode	
Kinds of Paper	Non-Sort Mode	Plain paper, Recycled paper
	Hole Punch Mode	Plain paper (16 to 24 lbs.), Recycled paper
	Staple Mode	Plain paper (16 to 21.25 lbs.), Recycled paper
	Hole Punch Mode	Plain paper (16 to 24 lbs.), Recycled paper
Paper Size	Top Offset Tray	11" x 17" L to 5.5" x 8.5"
	Elevator Tray	11"x17" L to 8.5"x11"
Capacity	Top Offset Tray:	
	Plain/Recycled paper	
	Up to 5.5"x 8.5"	250 sheets
	11" x 17" to 8.5"x11"	500 sheets
	Special paper	20 cards
	Transparencies	10 transparencies
	Finisher Tray:	
	Plain/Recycled paper	
	8.5"x11" or smaller	2000 sheets
	8.5"x14" or larger	1000 sheets
Stapling	Acceptable paper size	11" x 17" to Letter
	Acceptable number of copies	2 to 50 sheets
Punching	Acceptable paper size	11" x17", Letter
	Punch Hole	3-Hole (2-Hole is an option)
Power Source	Supplied from printer	
Power Consumption	63W or less	
Dimensions	Width: 25.75" (704 mm)	
	Depth: 24.5" (622 mm)	
	Height: 38.75" (984 mm)	
Weight	Stacker/stapler/hole punch	88.25 lbs. (40 kg)
	Transport Unit	6.25 lbs. (2.7 kg)
Accessories	Staple Cartridge, 5000 staples/cartridge	

Mailbin/Stapler/Hole Punch

Types of Trays	Top Offset Tray, Elevator Tray	
Modes	Non-Sort Mode, Sort Mode, Group Mode, Staple Mode, Hole Punch Mode	
Kinds of Paper	Non-Sort Mode	Plain paper, Recycled paper
	Hole Punch Mode	Plain paper (16 to 24 lbs.), Recycled paper
	Staple Mode	Plain paper (16 to 21.25 lbs.), Recycled paper
	Hole Punch Mode	Plain paper (16 to 24 lbs.), Recycled paper
Paper Size	Top Offset Tray	11" x 17" L to 5.5" x 8.5"
	Elevator Tray	11"x17" L to 8.5"x11"
	5 Mailbins	11" x 17" L to 5.5" x 8.5"
Capacity	Top Offset Tray:	
	Plain/Recycled paper	
	Up to 5.5"x 8.5"	250 sheets,
	11" x 17" to 8.5"x11"	500 sheets
	Special paper	20 cards
	Transparencies	10 transparencies
	Elevator Tray:	
	Plain/Recycled paper	
	8.5"x11" or smaller	2000 sheets
	8.5"x14" or larger	1000 sheets
	1st Mailbin:	
	Plain/Recycled paper	250 sheets
	Transparency	10 sheets
	Thick stock	10 sheets
	Envelope	10 envelopes
	2nd–4th Mailbins:	
	Plain/Recycled paper	50 sheets
	5th Mailbin:	
	Plain/Recycled paper	100 sheets
Stapling	Acceptable paper size	11" x 17" to Letter
	Acceptable Number of copies	2 to 50 sheets

Options

Punching	Acceptable paper size	11"x17", 8.5"x11"
	Punch Hole	3-Hole (2-Hole is an option)
Power Source	Supplied from printer	
Power Consumption	63W or less	
Dimensions	Width: 25.75" (704 mm)	
	Depth: 24.5" (622 mm)	
	Height: 38.75" (984 mm)	
Weight	Stacker/stapler/hole punch	110 lbs. (50 kg)
	Transport Unit	6.25 lbs. (2.7 kg)
Accessories	Staple Cartridge, 5000 staples/cartridge	



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